SugarSync
User's Guide
August 2010

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1 SugarSync Overview

SugarSync is a single software and service solution that allows you to backup, store, sync (short for synchronize), access, and share all your digital assets (files, photos, music, others.) SugarSync was created with the goal of making it trivial for you to manage all your digital life and to satisfy a wide variety of use cases. The backbone of SugarSync is a real time push synchronization infrastructure that enables all these capabilities. As the end user you just need to worry about setting up you account properly and then enjoying the experience.

Three clear trends are visible today:

- Consumers and professionals continue to generate and interact with more digital content. This takes the form of more complex files or presentations and it's dramatically accentuated as people move to use higher resolution cameras and larger music collections with increasing fidelity. More recently we have started to see an accelerated move to dealing with video generating large files, and optionally having to keep multiple formats to be able to play them back in devices with different playback capabilities.

- The promise of wireless remote access finally arrived allowing people to have a very distributed computing environment usually including multiple desktop computers at home, laptops for mobility, netbooks for advanced mobility, and a large variety of mobile devices including smart and feature phones. In addition the multiple devices, these environments are typically also cross platform including Windows, Mac, and Linux on the desktop and a huge number of mobile operating systems.

- People care tremendously about their personal data and enjoy using it and sharing with friends and family directly or via social networks. 10 years ago computers were mostly disconnected for a large proportion of the population. Today everything is connected and various device gadgets (cameras, camcorders, flip cameras, mobile phones) and web sites (iTunes, Amazon, YouTube, etc.) allow people to generate and collect large number of digital assets. The significant time spent in creating and editing these libraries and the emotional attachment to them makes it very critical for people. They want to ensure that these libraries are well preserved and readily available for personal consumption and for sharing with friends. Sharing can be done directly via email and associated links, and also indirectly via common social networks (Facebook, MySpace, etc.)

At the high level all you need to do is to install the SugarSync Manager application in each one of your computers and designate a set of folders as **Sync Folders.** As you add folders to your SugarSync account, all the data stored in those Sync Folders is automatically uploaded to the SugarSync servers. Uploading to the SugarSync servers is sometimes referred to as uploading to the Internet or to "the cloud".

As the data is uploaded to the cloud, Sync Folders are automatically backed up in secure and redundant storage systems. They become instantly available to be accessed from other client machines, from any browser that can access the Internet, and from any mobile device. Additionally you can share the contents of these Sync Folders with friends and family.

In Summary, a **Sync Folder** is a folder in your SugarSync account that has the following properties:

- It lives in one of your computer and also in the cloud. The contents of these two physical locations is maintained in sync by SugarSync
- It's backed up in real time
- Its contents can be accessed from any other device (desktop, web, netbook, mobile)
- Its contents can be shared with friends and coworkers

The following diagram shows the basic elements present in SugarSync:

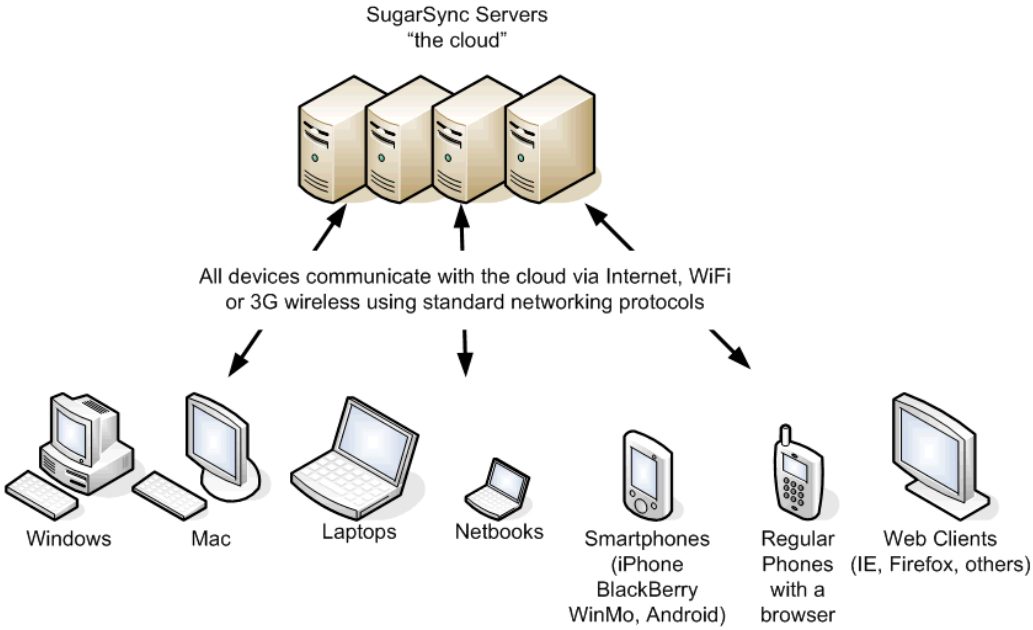


Figure 1: SugarSync system composed of the SugarSync Servers (the cloud) and a large variety of clients

There are 5 basic use cases that SugarSync enables for the end users. We will describe them at the high level using the previous diagram and showing how the data moves among the various components and Sync Folders.

1.1 Backup

After installing the client software in a given computer the user selects a number of local folders to add to SugarSync as Sync Folders. The data from those folders will start to move immediately up to the cloud. SugarSync includes a highly reliable and available

data storage subsystem where files are stored in encrypted form and redundantly for additional data safety.

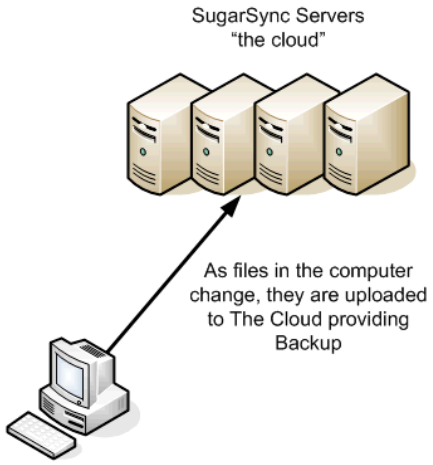


Figure 2: High Level Backup Architecture

When the user initially selects a folder to add to SugarSync all the data present in such Sync Folder needs to be moved up to the cloud. Depending on the size of the folders and sub-folders the initial upload may take several minutes, hours, or even days for the case of very large account (250GB or higher). Subsequent changes to files are uploaded much faster, partly because only a small number of files changes frequently in an account. As soon as a file is modified, the client detects the change and it uploads a new version to the cloud. Also SugarSync is smart and it does not upload the full new version of the file, but instead only a delta required to rebuild the full new file in the servers.

Additionally SugarSync stores multiple versions for each file (5 for paid accounts) as the file gets modified. This mechanism allows the user to easily view or revert back to an earlier version of any file in his account at any time.

1.2 Remote Access

Because all your SugarSync files and Sync Folders are stored in the cloud you can have access to them at any time from any device. Note that this even applies to the case when your computers are offline or turned off because the data from each Sync Folder is also available in the cloud.

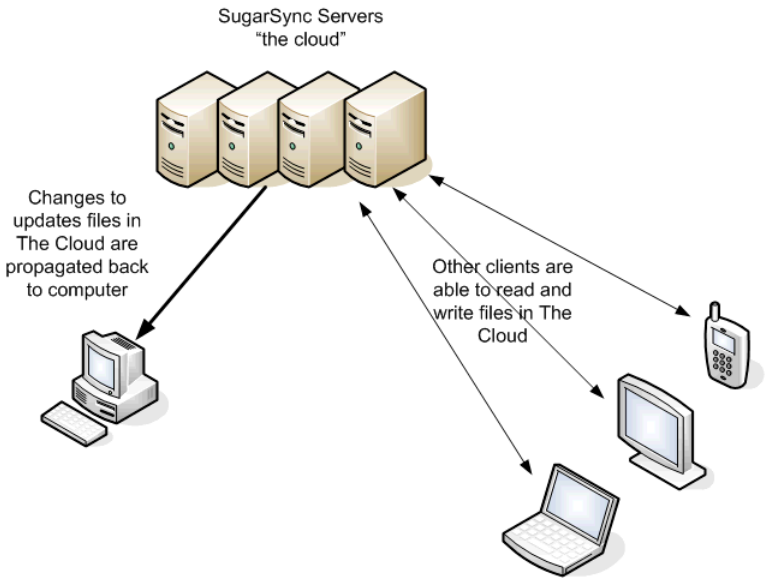

SugarSync Servers
"the cloud"
Changes to updates files in The Cloud are propagated back to computer
Other clients are able to read and write files in The Cloud

Figure 3: High Level Remote Access Architecture

Currently SugarSync allow you to access files in Sync Folders in the cloud from any computer running the SugarSync Manager client software, from any browse connected to the Internet, and also from mobile devices. Native mobile applications are available for iPhone/iPad, Windows Mobile, BlackBerry, Android, and Symbian. Additionally, **My SugarSync Mobile** is a web site (available at http://m.sugarsync.com) that provides access to your SugarSync account from any phone with a mobile browser.

Remote access to these files in a Sync Folder in the cloud not only means the ability to view and download those files, but also the ability to make changes to them and propagate those changes back to the originating computer. If the originating computer is offline at the time that changes are applied to a file in the cloud, these changes will automatically propagate down to the computer once it comes back online using SugarSync synchronization capabilities.

1.3 Syncing

As described in the previous section SugarSync allows you to maintain in sync the content of a Sync Folder in your computer and its corresponding version in the cloud. Changes to the data in the Sync Folder are propagated instantly to the cloud, and changes to in the cloud via other clients or the Web are propagated down to the folder in the client.

The next configuration that SugarSync permit is to have two Sync Folders in two different computers mapped to the same Sync Folder in the cloud. In this case the contents of these three physical folders (one in each computer plus their equivalent in the cloud) are maintained in sync. From the end user this provides the perception that the two folders in the two computers are sync directly, but in reality they are maintained in sync via the cloud.

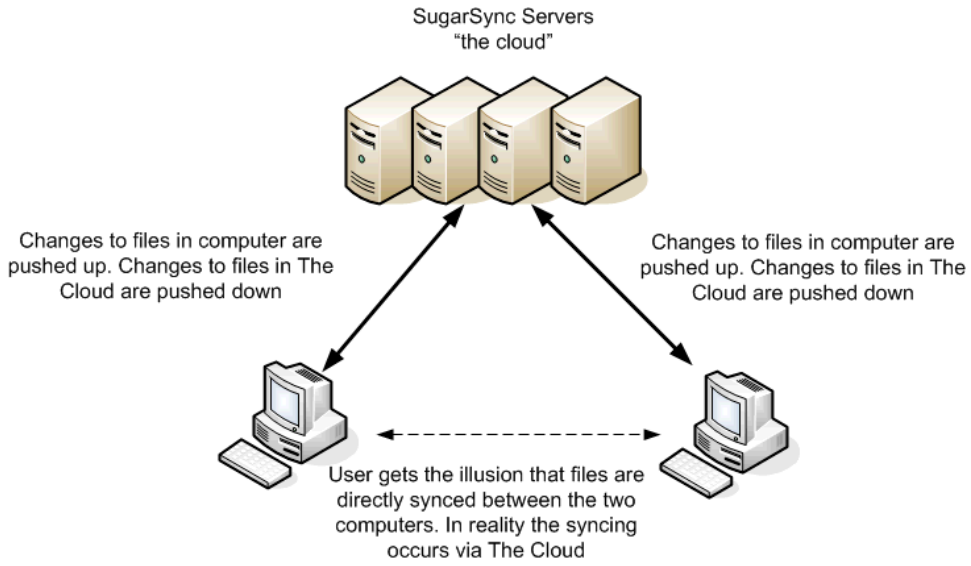

SugarSync Servers
"the cloud"
Changes to files in computer are pushed up. Changes to files in The Cloud are pushed down
Changes to files in computer are pushed up. Changes to files in The Cloud are pushed down
User gets the illusion that files are directly synced between the two computers. In reality the syncing occurs via The Cloud

Figure 4: High Level Syncing Across Computers Architecture

1.4 Sharing

Because SugarSync stores all your data in the cloud it makes easy for you to share some of your digital content with friends or colleagues. Instead of having to send files as attachments in e-mails with the associated and well known problems particularly with large attachments, SugarSync shares by just sending e-mails that include links to the data that is already present in the cloud. Currently SugarSync provides three types of sharing mechanisms: send file(s) (Section 4.7), share complete folders (Section 4.10), and share photos as a photo album. They all share the basic mechanism of sending a link in an email to the recipients. In the case of send file(s) SugarSync actually sends a link to a copy of the file(s), therefore future changes to the original file are not reflected in the document that the recipients receives. See section 4.7 for details about sending files. By contrast, when you share a folder or an album, the recipients get a link to a live copy of the data in the folder. Therefore, changes in shared folders made by anyone or changes made by the owner of a photo album are instantly reflected to all recipients. See section 4.10 for details about sharing folders.

1.5 Mobile

Mobile access is a special case of client worth mentioning separately because of its special characteristics. SugarSync provides native mobile applications for the three most widely used smarphone platforms: iPhone/iPad, Android, BlackBerry, Windows Mobile, and Symbian. The applications can be downloaded from the main download page located at https://www.sugarsync.com/downloads/. These mobile applications do not require any additional payment and they can be run in any wireless carrier worldwide.

Additionally for users without any of these smartphones, SugarSync includes **My SugarSync Mobile,** a web site that provides access to your SugarSync account from any phone with a mobile browser and a data plan. Just point your phone browser to http://m.sugarsync.com

The main differences between the experience using the native applications and My SugarSync Mobile are:

- Native applications offer push sync technology. For example if a file is added to a Sync Folder in one of your computers and the user happens to be browsing such folder on the phone at that time, the new file will appear instantly without having to refresh the screen.
- Native applications allow control of the built in camera and provide the ability of taking photos and uploading them immediately to your SugarSync account.
- The user interface of the native applications is designed to run in the device specific environment typically providing a more natural and optimized end user experience.
- The iPhone/iPad, Android, and BlackBerry applications also includes the ability to stream music directly from the cloud.

Besides these differences, both the native applications and My SugarSync Mobile allow you to browse all the computers and Sync Folders in your account and open/send files and photos.

2 SugarSync Software Components

There are four main components of SugarSync discussed in the following sections.

2.1 SugarSync Manager Client Software

This software must be installed in your desktop computer (Windows or Mac) in order to add Sync Folders to your SugarSync account and to keep them in sync with the cloud or with other computers.

The various functions in SugarSync can be invoked at any time from a small number of menus by clicking the SugarSync tray icon on Windows (Figure 5) or the Menu extra on Mac (Figure 6).

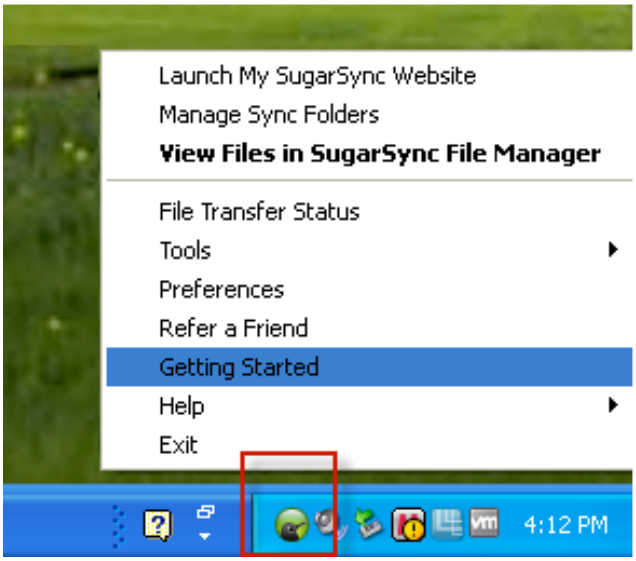


Figure 5: SugarSync tray menu and associated commands under Windows

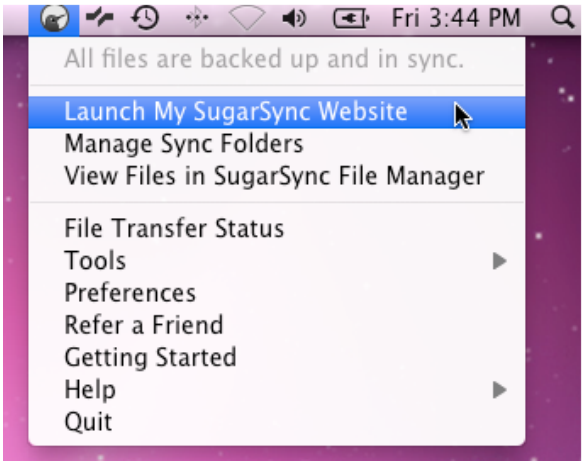


Figure 6: Menu extra in Mac showing SugarSync commands

The commands available are:

- **Launch My SugarSync Website**. This option will take you to the My SugarSync (See Section 2.2), the Web interface to your SugarSync account available from any browser.
- **Manage Sync Folders**. This brings up the Sync Folders setup and configuration dialog. See Section 3 for details.
- **View Files in SugarSync File Manager**. This component allows you to easily interact with all your files in your SugarSync account including the ones residing in all remote computers. See Section 2.1.3 for details.
- **File Transfer Status**. This window shows in two tabs the list of files pending upload and pending download. It lists file names, file size, upload/download priority, and full path. It also allows you to increase the priority of a file being

uploaded/downloaded so that it transfers instantly and ahead of any other files in the queue.

- **Tools**. The submenus under this category allow you to rename/remove a computer and reclaim storage not being used in your account.
- **Preferences**. This brings up a dialog box where you can adjust various configuration settings for SugarSync.
- **Refer a Friend**. This option allows you to recommend SugarSync to your friends and gain free space along the process.
- **Getting Started**. This option takes you to the Getting Started section where you can execute a set of predefined steps to obtain additional bonus space and at the same time learn how to benefit from some of the most important functionality that SugarSync offers.
- **Help**. The Online Help submenu will take you to the support Web site where you will find this User's Guide, useful tips, a knowledge base, and will be able to create support tickets. Another submenu of interest is "Send Log to SugarSync". It allows you to send information to SugarSync if at any point you run into some technical difficulty and the tech support staff requests you to send the log file to them to help understand and troubleshot the problem.
- **Exit**. This causes SugarSync Manager to exit. When SugarSync is not running the files in this computer will not be monitored and maintained in sync with the cloud or other computers. When you restart SugarSync, it will detect the changes since the last time it was running and will make the appropriate updates. These updates can occur in this computer (in cases that you made changes to the corresponding files in the cloud or in another computer) or in the cloud (in case you made changes to files in this computer that need to be reflected in the cloud or in other computers).

The main functions of this software are:

2.1.1 Configuration

SugarSync Manager includes a Manager Sync Folder dialog that allows you to easily configure your account. You can bring it up from the Manage Sync Folders option in the SugarSync tray menu. The dialog graphically displays all your computers and Sync Folders in your account. You will be able to add/remove Sync Folders to/from your account from your various computers. It also provides a visual way of configure some of the Sync Folders to sync data between two or among three or more computers such as described in sections 4.4 and 4.5

2.1.2 Shell Extensions for Windows Explorer

SugarSync provides deep integration with Windows Explorer. This allows you to see special overlay icons in the elements present in your SugarSync account (Sync Folders and files). Files or folders that are in sync with the cloud are displayed by with green check mark; objects that are being uploaded or downloaded are represented with a gold syncing icon, shared folders are shown with a blue "people" icon. Also the top level Sync

Folders in your SugarSync account are shown with a hummingbird icon. Examples of these icons are shown in Figure 7.

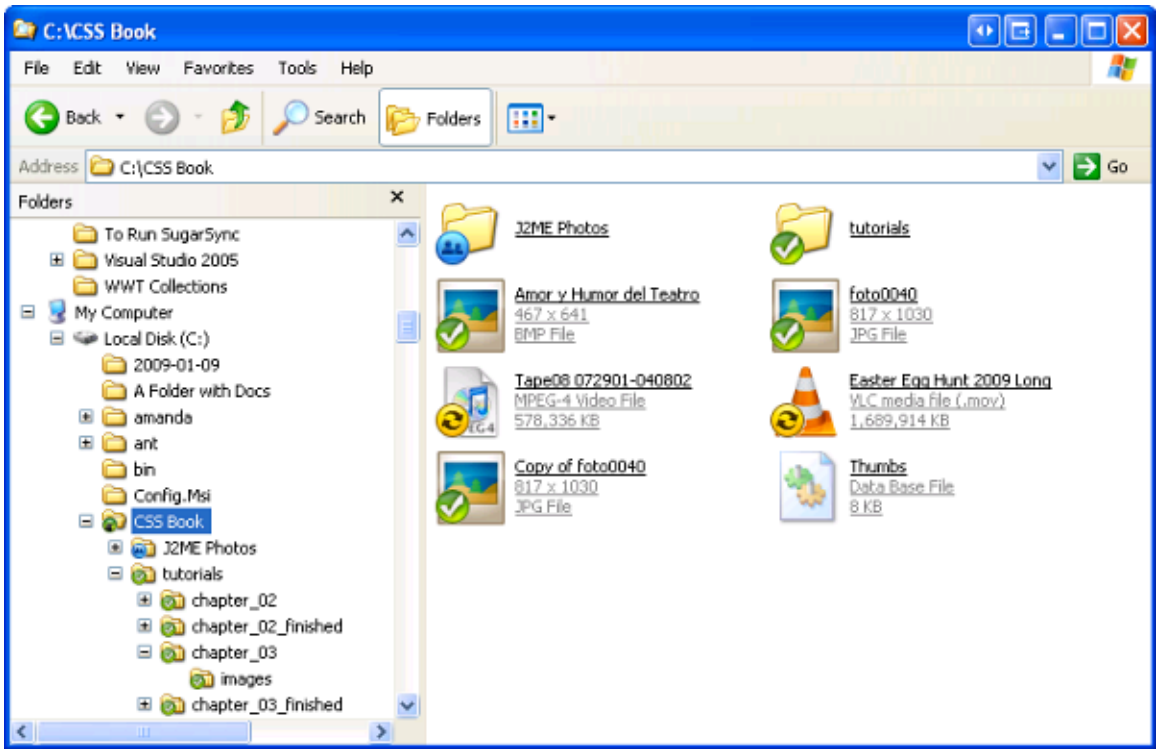


Figure 7: Sync Folders and files indicate their state using custom icons in Windows Explorer

Additionally, you can right click and execute SugarSync commands on files and folders under a SugarSync category.

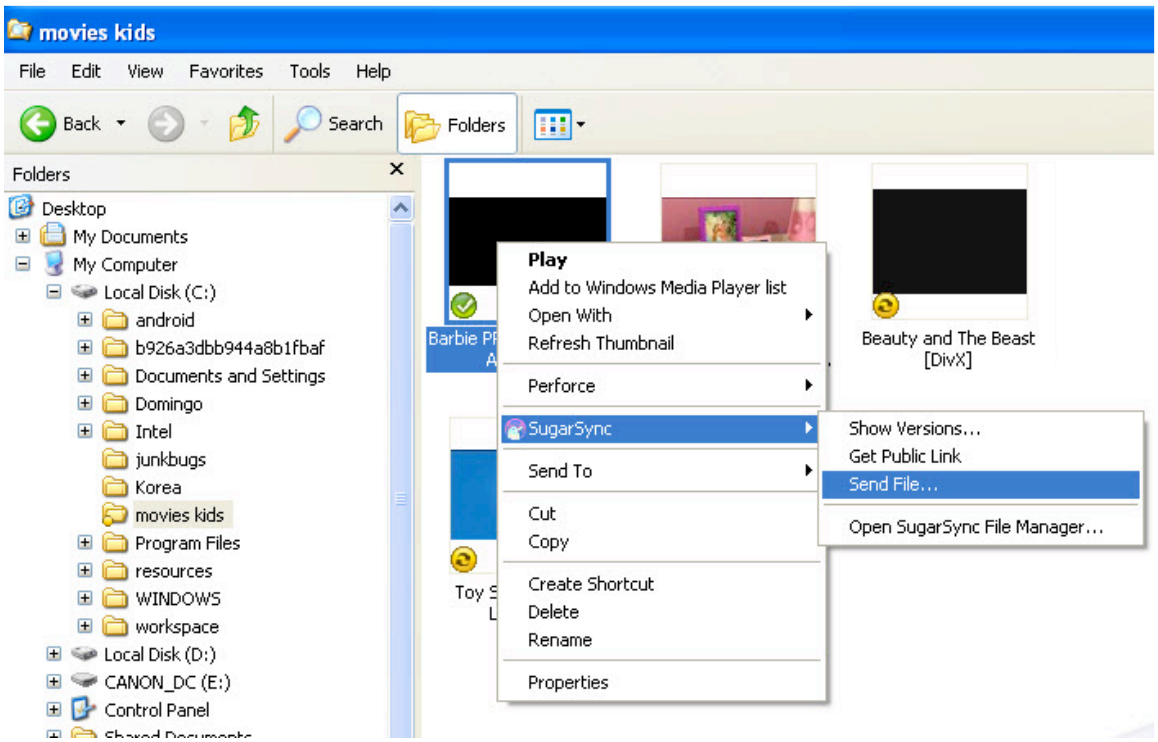


Figure 8: SugarSync's contextual menus depend on status of selected file(s) or folder(s)

The supported commands for various elements are:

Element	Command	Description
Single File	Show Versions	Displays up to 5 previous versions of the file
Single File	Get Public Link	Creates a public link to this file and copies it to the Clipboard. See 4.7
Single File	Send File	Send a copy of a file valid for 21 days to one or more people. 4.9
Multiple Files	Send Files	Send copies of the selected files to one or more people. See 4.9
Folder	Share Folder	Share a folder (and subfolders) to one or more people. See 4.10
Shared Folder	Sharing Options	It will display the options for this folder that is already shared. You can add more folder members
Folder containing JPGs	Share Album	Share the photos in this folder as a Photo Album
File pending upload	Upload Now	The upload for this file will start immediately possibly preempting other uploads in progress
Any file(s) or folder(s)	Open SugarSync File Manager	Open the SugarSync File Manager window

Table 1: Contextual Menus for SugarSync Files and Folders

Overlay icons and contextual commands will be available for Mac Finder in the next update of SugarSync.

2.1.3 SugarSync File Manager

This component provides an explorer type of interface to perform standard file operations such as open, copy, move, delete, etc.

The SugarSync File Manager interface is shown in Figure 9. The main interface elements of SugarSync File Manager are a tree shown in the left of the screen and a list of folders and files shown to its right and corresponding to the selected node in the tree. The tree includes all the computers in your account and it also lists the same special folders shown in the Web interface My SugarSync and described in Section 2.2.1.1

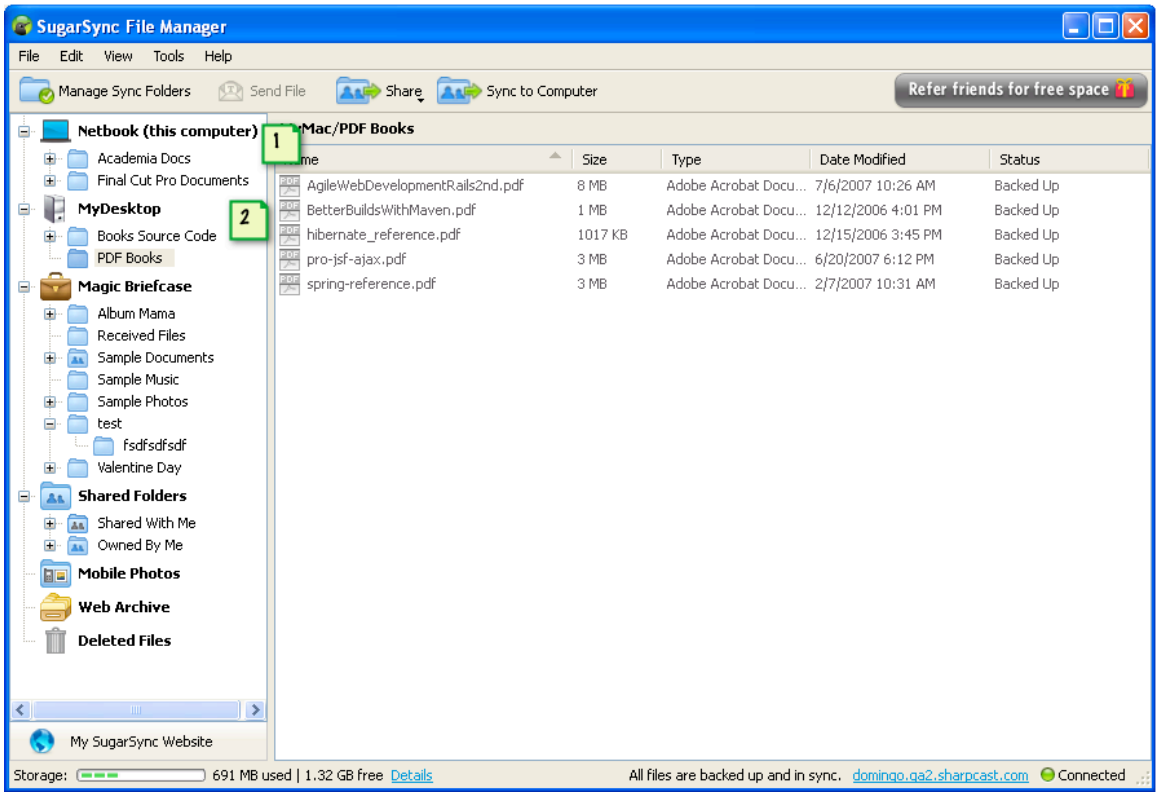


Figure 9: SugarSync File Manager Interface showing computer Netbook with two Sync Folders Academia Docs and Final Cut Pro Documents (callout 1), and a second computer MyDesktop with two Sync Folders: Books Source Code and PDF Books (callout 2)

The main difference between this File Manager and using directly Windows Explorer or Mac Finder is that this interface provides direct access to your file in ALL the computers in your account, not only to the local files and folders. You can directly open a file sitting in a remote computer by double clicking on its icon, make edits and save, and those changes will propagate back to the source computer. If that computer is not on, the changes will be applied to the computer whenever it comes back online. Also, SugarSync File Manager makes it very easy to perform file operation on a large number of files because it supports drag and select to choose multiple file, and drag and drop to easily move or copy them between multiple computers and folders.

2.1.4 File Transfer Status

This option provides information about the status and progress of files actively being uploaded or downloaded. It provides two lists, one for files being uploaded and one for files being downloaded and it reports details about the transfer progress for the file currently in transfer. You have the option of increasing the priority for an upload or download by effectively moving this file to the front of the transfer queue. This is particularly important if you have many files, possibly larger ones that may take a long time to transfer and you want to accelerate the transfer of a given file of interest. Imagine for example that you are in the process of transferring some multi gigabyte movies up to the cloud from your office and it's getting late and you need to go home. If you also have a small document sitting in the queue behind those videos and you need to have it available to continue working on it at home, you can just change its priority to high and it will preempt any current transfers by jumping to the front of the queue. After the document has been uploaded the transfer of the movies will resume from the point where it was paused.

Note that you can also increase the priority of a file pending upload by right clicking and selecting "Upload Now" from the SugarSync menu. See Section 2.1.2 for details.

2.2 My SugarSync

My SugarSync is a personalized Web Interface that allows you to access all the data and account information from any browser connected to the Internet.
You can login into your account from the SugarSync corporate page (http://www.sugarsync.com), or you can directly enter your individual or vanity address in the format http://<username>.sugarsync.com (for example, http://domingo.sugarsync.com for a user with username "domingo").

Once logged in you will have access to the following layout:

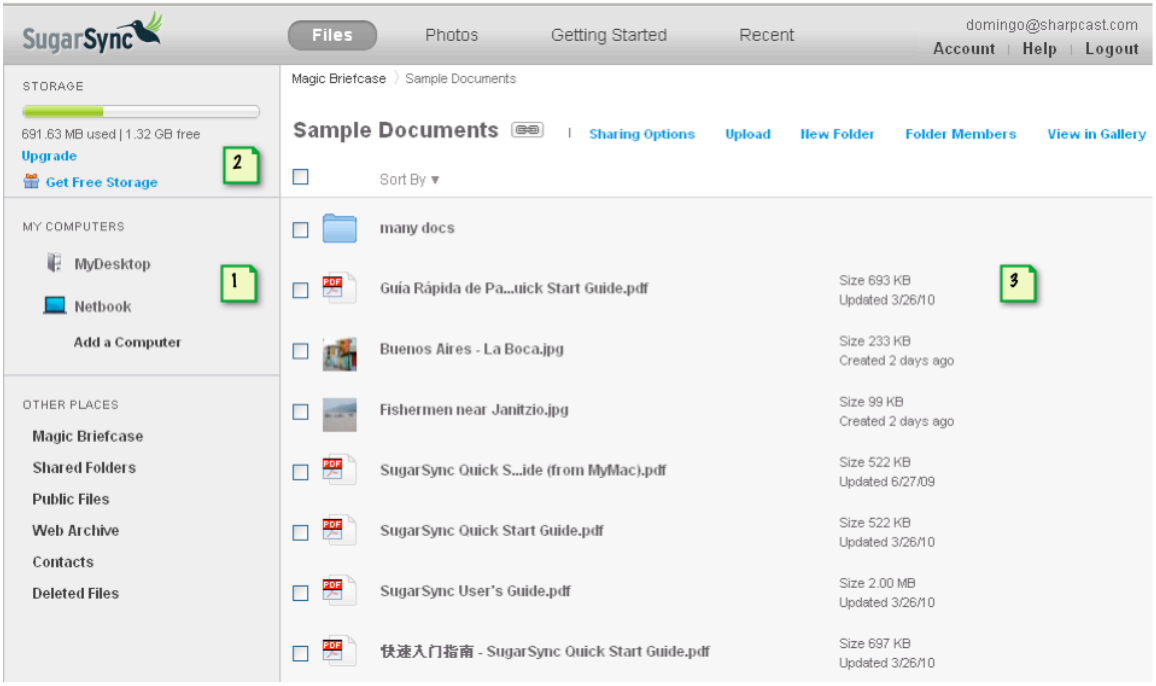


Figure 10: My SugarSync Home Page

My SugarSync includes four main Tabs or sections: Files, Photos, Getting Started, and Recent. These tabs are described in detail in sections 2.2.1, 2.2.2, 2.2.3, and 2.2.4

Also on the top right area you will an **Account**, link that is a page with general information and settings about your account. It includes the details about your plan and the ability to upgrade to larger plans as well as general settings you can use to customize your experience.

The last two links provide quick access to Help and Logout.

2.2.1 My SugarSync – File Manager

The File Manager tab allows you to browse your complete SugarSync account from any computer connected to the Internet.

The most important sections regarding your account shown in this screen are:

Storage (callout 2) displays how much data you have used in your account and how much storage is still free. It also includes a link that you can use to upgrade your account to the next storage level.

My Computers (callout 1) shows the various computers in your account listed alphabetically by name. When a given computer is selected its folders and files are shown on the right hand side of the screen (callout 3)

Other Places below My Computers provides quick links to useful places in My SugarSync: Magic Briefcase (section 2.2.1.1.1), Shared Folders (section 2.2.1.1.2), Public Links (section 2.2.1.1.3), Web Archive (section 2.2.1.1.4), Contacts and Deleted Files.

When a computer of special folder is selected the File Manager lists all the contents of these places on the right hand side of the screen. You can perform directly in the Web browser file operation functions (copy, move, rename, delete, etc.) normally available in File Managers such as Windows Explorer for Windows and Mac Finder for MacOS. Any edits that to make to files using WebSync (described in detail in section 4.3.2) are automatically uploaded to the cloud and pushed back to the originating computer.

Additionally from the File Manager you will be able to initiate important commands to share some of the contents of your account with friends or colleagues. This includes the ability to send a file or group of files to recipients, or to share a complete folder structure with a group of users. The features are described in detail in sections 4.7 and 4.10 respectively.

2.2.1.1 My SugarSync – File Manager – Other Places

This section lists several useful shortcuts to special places in My SugarSync

2.2.1.1.1 Magic Briefcase

Magic Briefcase is a Sync Folder that SugarSync Manager automatically creates for your convenience in your Documents folder.

With SugarSync running on multiple computers, any files you put into the Magic Briefcase will automatically sync to the other computers.

Why do we need a Magic Briefcase?

- Already configured. The Magic Briefcase is automatically created for you so that there is no need to do any configuration to start enjoying the experience of being able to sync your files between multiple computers. Just install SugarSync Manager in two computers and then whatever you put in one Magic Briefcase in any of these computers will be in sync and available in the other.
- Easy to find. Its location is fixed and therefore you can easily remember where to put something to have it available in any other computer.

However, remember that in addition to the Magic Briefcase, you can set up any of your folders to sync across multiple computers. With this more general purpose approach you do not need to reconfigure anything in your computer, just select the folders you want to sync and SugarSync does the rest.

It's in general recommended that you use Magic Briefcase just for syncing relatively small number of files that you need available for offline access at all time. For heavier

syncing across computers it's recommended that you configure SugarSync to use your existing folders.

2.2.1.1.2 Shared Folders

This links provides access to the page where you can see a summary of shared folders including folders that you shared with other and vice versa. It includes two subtabs as shown in Figure 38. The first tab (callout 2) "Shared With Me" lists all folders that other SugarSync members shared with you and sent you an invite to join. The list of folders is grouped by owner. The second subtab (callout 3) lists folders that you shared by inviting other people to join.

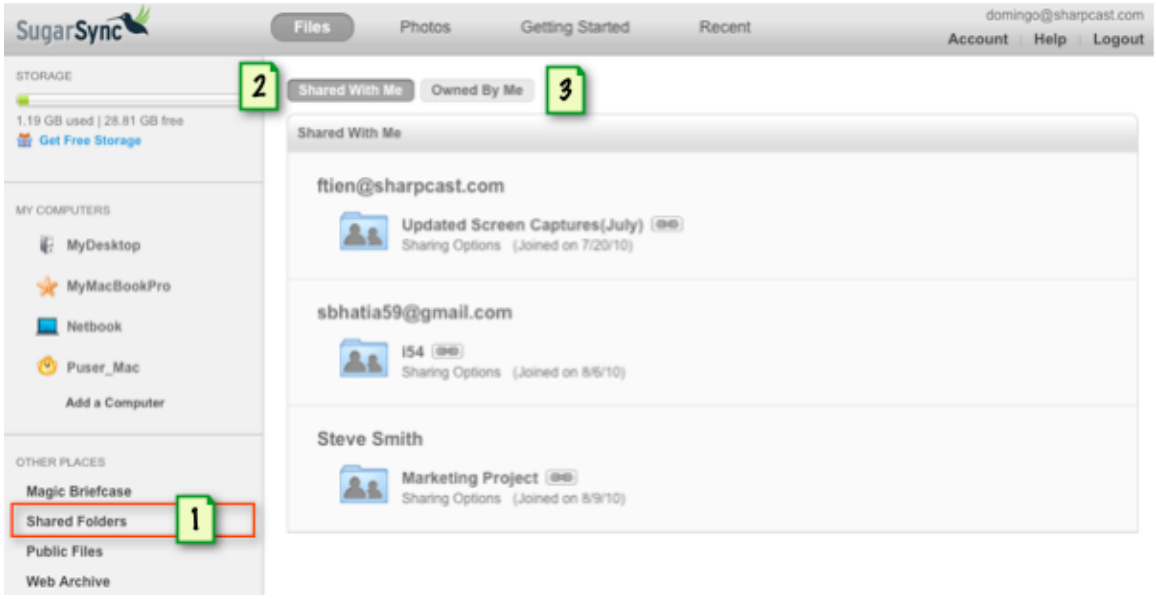


Figure 11: Selecting Shared Folders allows you to browse shared folders you own (Owner By Me) and shared folders that other people invited you to join (Shared with Me)

2.2.1.1.3 Public Files

The Public Files link lists all the files in your account that you have made available for public access to friends or colleagues by creating public links to them. Public files are accessible to anyone who gets a hold of the corresponding public link. Therefore, special care must be taken to distribute links to files with sensitive information only to trusted people.

A sample page is shown in Figure 12 showing a list of all public files in the account. The list includes the name of the file, the public link to get direct access to this file by anyone, and the number of times that a particular file has been downloaded (3,0 and 3 times for the three sample files in the figure).

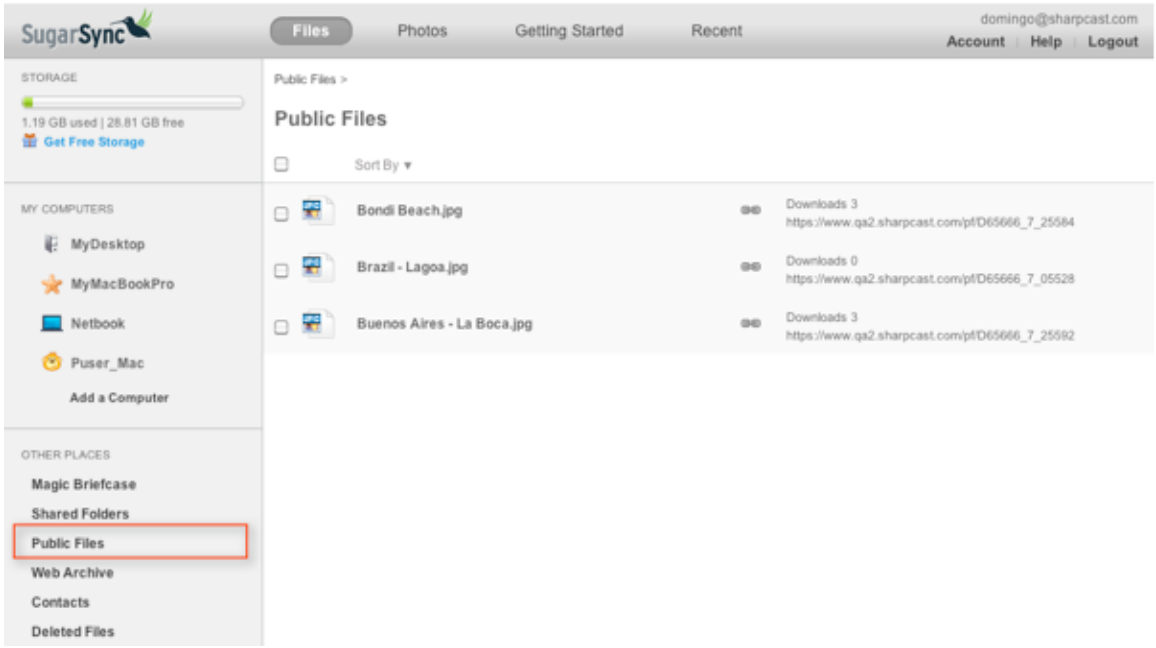


Figure 12: List of public links displaying for each one file name, the public link to get direct access to the file, and the number of times that the file has been downloaded

If you decide to disable link(s) to specific file(s), just select the file(s) and click on the *Disable Link* option. At that point the affected files are not longer public and the links will be invalid.

SugarSync provides easy mechanisms to share public link to files via e-mail, Facebook, and Twitter. For details on how to get and share a public links to files, please see Section 4.7.

2.2.1.1.4 Web Archive

The Web Archive is a special folder that **ONLY** lives in the cloud (SugarSync Servers) and therefore it's not sync to any local folders in your computers.

It's a place where you can store files and folders that you do not need to maintain in sync with any computer. Many people use the Web Archive as a place to store documents that do not change at all and that may be handy in the future possible while on the road (scanned copies of passports, scanned receipts, old and fixed music library, etc.)

The Web Archive is also a great place to move files and folders in order to save disk space in your computer if you are running low on your computer hard drive.

To move content into and from the Web Archive you must do it manually using the File Manager Tab in My SugarSync with any browser, or you can use SugarSync File Manager. If you are going to work on a large number of files and folders using SugarSync File manager is a better choice because it supports easy selection of a large number of files, drag and drop, cut and paste, etc.

2.2.1.1.5 Contacts

This page contains your SugarSync address book that you can use to store names and email for recipients of files that you send or folders/albums that you share. This interface also allows you to handle distributions lists where you can group certain people under a common name to make it easier to invite them as a single entity instead of adding one person at a time. Typical examples of distribution lists are: “Family”, “Close Friends”, and “Project Mantis”.

2.2.1.1.6 Deleted Files

The Deleted Files folder contains all files that have been deleted in your SugarSync account via the Web, SugarSync File Manager, or directly in Windows Explorer (Windows) or in the Finder (Mac).

It works similar to the familiar Recycle Bin in Windows and the Trash folder in MacOS.

The files in the Deleted Files folder count towards your account quota. If you are running low in free space in your account you can select the Deleted Files folders and elect to permanently delete a few or all files stored in it.

SugarSync provides the ability to see the deleted files right in the folder where they were deleted (in addition to find them in the Deleted Files folder). For example, if you go to a folder using SugarSync File Manager and delete a file, a light yellow band will show at the bottom of the screen indicating that some files have been deleted. If you select the “Show” link in that message those deleted files will be show right in the folder with a status of “Deleted” and you will have the option of restoring them with a right click “Restore” command. Note that this greatly simplifies the restoration process compared to having to go into a Deleted Files folder (or Recycle Bin or Trash folder where a deleted file is hard to identify from possibly thousands of other files in those locations). Once you restore a file you can still have access to all of its versions.

SugarSync implement versioning for all files in your account. When files are modified, SugarSync keeps up to five (two for free accounts) versions of a file automatically for you. You can then view older versions of a file or restore a file to a previous version for handy recovery.

2.2.2 My SugarSync – Photos

The Photos tab lists all the albums present in your SugarSync account. This page contains three type of albums under three tabs (callout 1): **My Albums** containing your own albums, **Contacts’ Albums** that are albums that other SugarSync users shared with you, and **Mobile Photos** that is a single album that contains all the photos taken with your mobile devices.

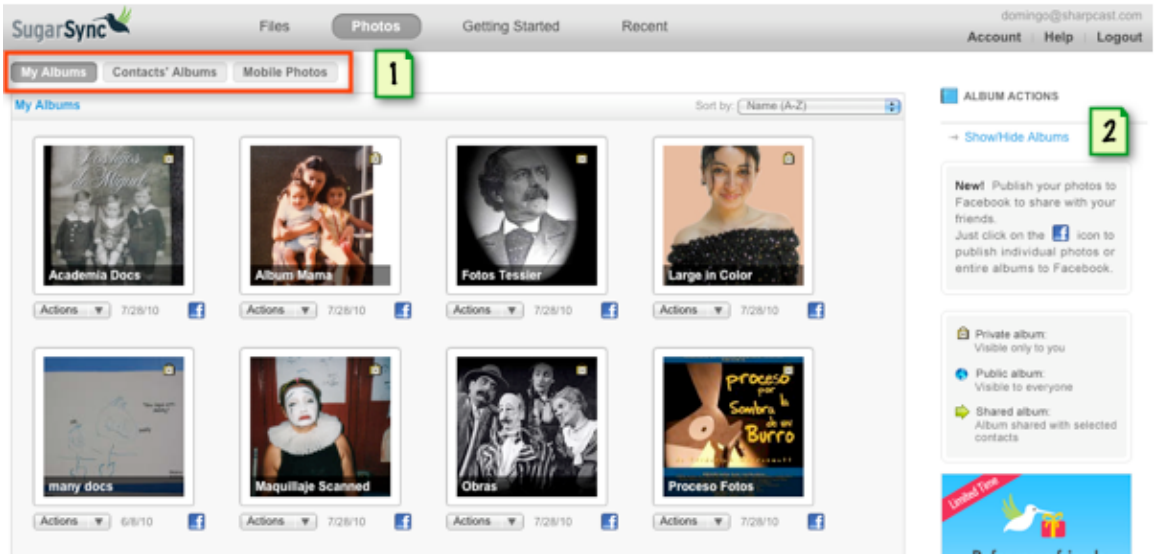


Figure 13: Photos Tab in My SugarSync listing your own albums, your friends' albums and your mobile photos

SugarSync automatically scans all your Sync Folders and creates an album for every folder that contains at least one JPG file. The album name is the same as the associated folder name. These albums are displayed in the Photos tab in thumbnail and large size format as well as in slideshow mode. Using the **Show/Hide Albums** link (callout 2), you can hide or show certain albums from your list of albums.

Albums can be shared with friends and family and they can be made public or private and visible to only a specific set of people that you invite. Album viewers have also the ability to download individual photos or the whole album with the images in their original full resolution size. This is possible because SugarSync maintains all the photos in their original size in the cloud. This is a big advantage of SugarSync over traditional Photo Web sites where you can only download reduced versions of photos if you are not the owner or unless you buy some merchandise.

The third subtab display all photos that have been uploaded to your SugarSync account from SugarSync Mobile for iPhone/iPad/iPod touch, Android, BlackBerry, Windows Mobile, and Symbian.

A Mobile Photos folder is automatically created for you in all your computers when you install SugarSync Manager and it's located under the Pictures folder. More precisely it lives in *My Pictures\Mobile Photos* on Windows and on *Pictures/Mobile Photos* on Mac. Therefore, the photos you take with SugarSync Mobile will be automatically available on your desktop too.

To upload pictures just select the camera option in the SugarSync application running in your mobile device and as your take pictures or select pictures already taken by the native camera applications, those photos will be immediately uploaded to your account. Those photos will be available in the cloud for remote access from any client and they will also be stored in the Mobile Photos folder in all your computers running SugarSync. Note that

My SugarSync Mobile (http://m.sugarsync.com web site for mobile phones) does not include the ability to take and upload photos because it's just an Internet browser experience.

After the pictures are received in the Mobile Photos folder you are free to copy or move them to other folders in your SugarSync account and to share them with your friends.

To learn more about the functionality of the various mobile applications beyond photos, see Section 2.4

2.2.3 My SugarSync – Getting Started

This screen provides a great way for new users to get familiar with the functionality of SugarSync. We strongly recommend you complete all tasks in order to learn of all the value you are getting, and additionally if you complete the 6 tasks you will get an additional 250 MB of storage to enjoy SugarSync even more.

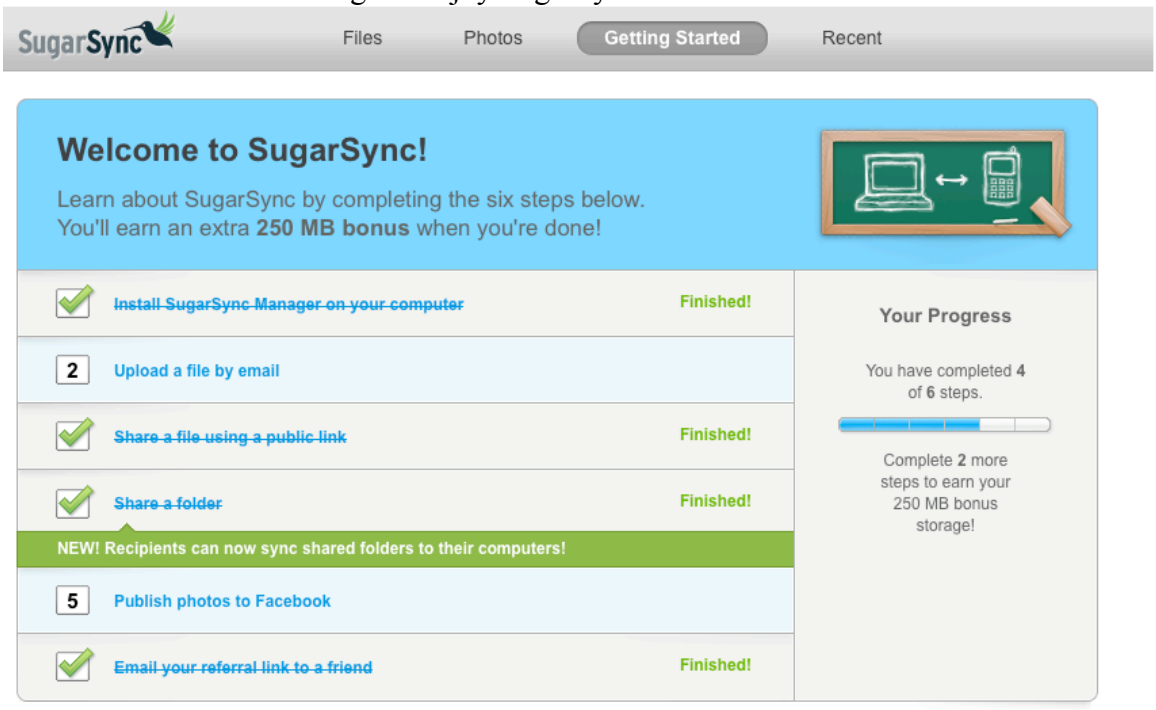

SugarSync
Files
Photos
Getting Started
Recent
Welcome to SugarSync!
Learn about SugarSync by completing the six steps below.
You'll earn an extra 250 MB bonus when you're done!
Install SugarSync Manager on your computer
Finished!
2
Upload a file by email
Share a file using a public link
Finished!
Share a folder
Finished!
NEW! Recipients can now sync shared folders to their computers!
5
Publish photos to Facebook
Email your referral link to a friend
Finished!
Your Progress
You have completed 4 of 6 steps.
Complete 2 more steps to earn your 250 MB bonus storage!

Figure 14: Getting Started tab will help you learn about the great capabilities of SugarSync

2.2.4 My SugarSync – Recent

This screen provides a quick summary of your account, its recent activity, and general news about SugarSync.

The **Recent Activity** section lists the most recent 10 activities in your account. You can also click on the "See More" link at the bottom of this section to display up to 100 events going further back in time. The types of activities that are listed here include:

- An Album was shared
- An Album was added
- A Folder was shared with you
- A File was updated
- A File was sent
- A File you sent was viewed by a specific user
- A File was received from another user

2.3 My SugarSync Mobile

This is a mobile web interface of SugarSync that allows you to access your digital assets from any phone that has a browser and a data plan. This is a simplified version the My SugarSync optimized for the small screen and navigation characteristics of a mobile device. You can access this interface by going to http://m.sugarsync.com (the letter m stands for mobile). Make sure to bookmark it in your mobile phone.

2.4 Mobile Clients

SugarSync Mobile is a native mobile application currently available for iPhone/iPad/iPod Touch, Windows Mobile, BlackBerry, Android, and Symbian.

The following table summarizes the capabilities of SugarSync Mobile for the supported mobile platforms today.

Feature	iPhone/iPad/iPod touch	Android	BlackBerry	Windows Mobile	Symbian
Browser all your computers and folders	Yes	Yes	Yes	Yes	Yes
Open Files	Yes	Yes	Yes	Yes	Yes
Edit Files		Yes	Yes		
Send Files	Yes	Yes	Yes	Yes	Yes
Share Folders	Yes	Yes	Yes		Yes
View Albums	Yes	Yes	Yes	Yes	Yes
High Res. Photos	Yes	Yes	Yes	Yes	Yes
Thumbnails	Yes	Yes	Yes	Yes	Yes
Take and upload pictures	Yes	Yes	Yes		Yes
Music streaming	Yes	Yes	Yes		
Video streaming	Yes	Yes			

Figure 15: SugarSync Mobile - Feature Comparison by Platform

3 Configuring SugarSync

In order to configure SugarSync you need to first install SugarSync Manager in your Windows or Mac computers. The application is available from the SugarSync download site (https://www.sugarsync.com/downloads/).

When you launch SugarSync Manager it will prompt you to enter your credentials and to assign a name and associated icon for the computer being configured. You can easily change the name and icon at a later time.

The next step is to configure the Sync Folders in this computer. When setting up your first computer you will only have the option of adding Sync Folders to your SugarSync account. In the second and subsequent computers you will have the ability to include additional Sync Folders from those computers, and you will also be able to sync folders that you setup previously with folders in the computer you are configuring.

All the configuration of folders is done via the **Manage Sync Folders** dialog. It will launch automatically when you install SugarSync Manager in a new computer. You can open it again by selecting the *Manage Sync Folders* command in the SugarSync tray icon or Menu extra (see Figure 5 and Figure 6). Also a shortcut is available as the first toolbar item in the SugarSync File Manager also called *Manage Sync Folders* (see Figure 9)

The Manage Sync Folders dialog provides a simple yet very descriptive visual representation of your account that shows the various computers and the Sync Folders that you have synced from each one of them. The computer that you are currently configuring is shown in the first column. If you have already setup other computers, they will be shown starting in the second column.

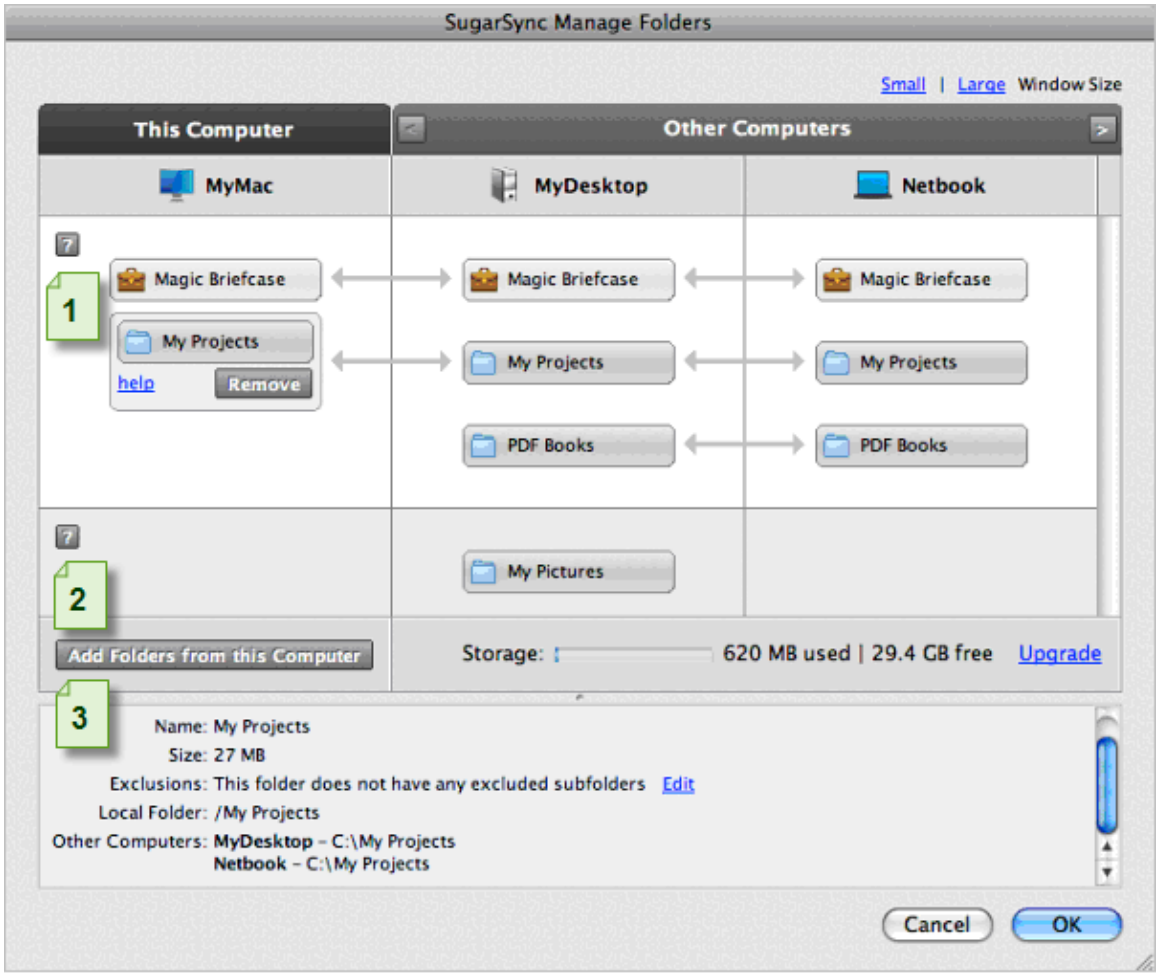


Figure 16: Manage Sync Folders dialog showing an account with three computers (MyMac, MyDesktop, and Netbook). Magic Briefcase and My Projects and synced across the three computers. PDF Books is synced acrosss MyDesktop and Netbook. My Pictures is synced from MyDesktop

In addition to having one column for each computer, the diagram contains two main sections where the Sync Folders are displayed.

The top section (callout 1) shows the Sync Folders that are **synced across multiple computers**. Using SugarSync, you can sync any of your folders across multiple computers. Sync Folders and synced across multiple computers are graphically presented with the lines drawn between the folders in multiple columns. Figure 16 shows Magic Briefcase and My Projects synced across the three computers in the account. It also shows PDF Books synced between MyDesktop and Netbook.

The bottom section (callout 2) shows Sync Folders that are **NOT synced across multiple computers**. They are backed up and available for remote access and sharing. Figure 16 shows the folders My Pictures synced from MyDesktop. You have the option of synchronizing folders in this section across multiple computers. When you do that (details in section 4.4), these folders will move and will be shown in the top section.

When you launch the product for the first time you will see one folder called Magic Briefcase already present in the *Manage Sync Folders* dialog. This is a Sync Folder that SugarSync Manager automatically creates for your convenience in your Documents folder. With SugarSync running on multiple computers, any files you put into the Magic Briefcase will automatically synced to the other computers. More details about this special folder in section 0

In addition to the Magic Briefcase, you can set up any of your folders to sync across multiple computers.

There are only three simple commands required to fully configure your SugarSync account.

Add Folders from this Computer

This command allows you to select folders to sync to your account. Sync Folders are backed up, available for remote access and sharing, and can be synchronized to other computers.

It's available in the bottom left button under the first column. See callout 3 in Figure 16.

Remove

This command allows you to stop syncing a folder from your computer. The files currently in the folder will remain on your computer, but they will no longer be backed up or available for remote access.

You can always re-select or re-sync the folder at a later time.

This command is available when you select any Sync Folder. See for example the folder My Projects in MyMac in Figure 16.

Sync

This command allows you to sync a Sync Folder from other computers to a location or Sync Folder in this computer. You'll have the ability to select where you want the files synced on this computer. See details of this operation are in section 4.4

This command is available when you select any Sync Folder in your other computers. See for example the folder PDF Books for the MyDesktop computer in Figure 22.

Notice that you can only add and remove Sync Folders to and from your account from the computer where you are doing the configuration. This means that if you have multiple computers, you need to setup your system by physically going to your various computers at some point, and using the *Manage Sync Folders* dialog in each one of them. This is normally done at the time when you install SugarSync Manager.

For example to sync a folder between computers **A** and **B**, you need to go first computer **A** to sync that folder to SugarSync. Then you will need to go to computer **B** and sync the folder across the two computers. See detailed instructions in section 4.4

There are four special folders that are shown in SugarSync as main objects in the various clients in your account (desktop, web, and mobile) for easy access. They are Magic Briefcase, Public Files, Mobile Photos, Web Archive, and Deleted Files. We will describe them in detail including the best way of using them on a daily basis.

3.1 File Transfer Status

The File Transfer Status dialog is very useful to understand the status of the various files being uploaded/downloaded in the system. It's launched from the tray menu or Menu extra as shown in Figure 5 and Figure 6, and also from the "View/File Transfer Status" menu in SugarSync File Manager.

This dialog shows in two separate tabs the list of files pending upload and pending download respectively. A pending upload/download status means that the file is waiting to be uploaded/downloaded. It lists file names, file size, upload/download priority, and full path as shown in Figure 17.

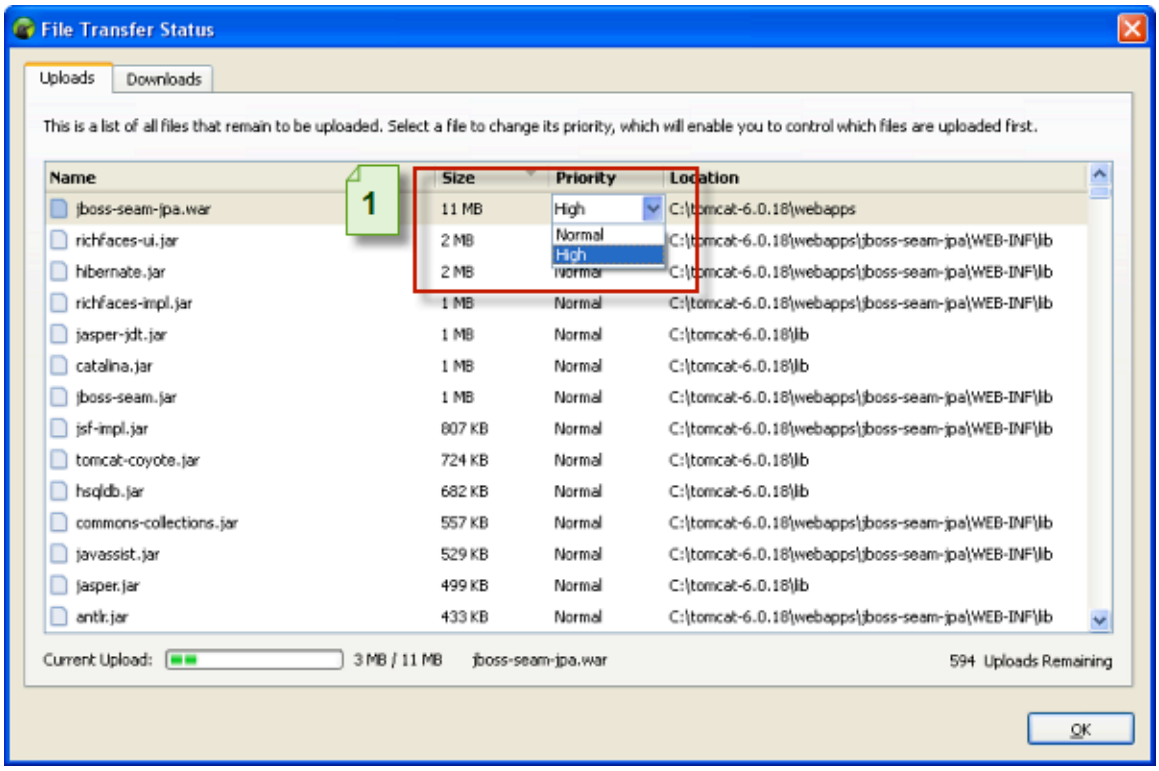

File Transfer Status
Uploads
Downloads
This is a list of all files that remain to be uploaded. Select a file to change its priority, which will enable you to control which files are uploaded first.
Name
Size
Priority
Location
1
jboss-seam-jpa.war 11 MB High C:\tomcat-6.0.18\webapps
Normal
High
richfaces-ui.jar 2 MB C:\tomcat-6.0.18\webapps\jboss-seam-jpa\WEB-INF\lib
hibernate.jar 2 MB C:\tomcat-6.0.18\webapps\jboss-seam-jpa\WEB-INF\lib
richfaces-impl.jar 1 MB Normal C:\tomcat-6.0.18\webapps\jboss-seam-jpa\WEB-INF\lib
jasper-jdt.jar 1 MB Normal C:\tomcat-6.0.18\lib
catalina.jar 1 MB Normal C:\tomcat-6.0.18\lib
jboss-seam.jar 1 MB Normal C:\tomcat-6.0.18\webapps\jboss-seam-jpa\WEB-INF\lib
jsf-impl.jar 807 KB Normal C:\tomcat-6.0.18\webapps\jboss-seam-jpa\WEB-INF\lib
tomcat-coyote.jar 724 KB Normal C:\tomcat-6.0.18\lib
hsqldb.jar 682 KB Normal C:\tomcat-6.0.18\lib
commons-collections.jar 557 KB Normal C:\tomcat-6.0.18\webapps\jboss-seam-jpa\WEB-INF\lib
javassist.jar 529 KB Normal C:\tomcat-6.0.18\webapps\jboss-seam-jpa\WEB-INF\lib
jasper.jar 499 KB Normal C:\tomcat-6.0.18\lib
antlr.jar 433 KB Normal C:\tomcat-6.0.18\webapps\jboss-seam-jpa\WEB-INF\lib
Current Upload:
3 MB / 11 MB
jboss-seam-jpa.war
594 Uploads Remaining
OK

Figure 17: File Transfer Status dialog showing all files pending upload

The bottom section also shows the transfer progress for the current file, the name of the file, and the total number of files pending upload/download.

Notice that the order of the files in the list does not necessarily represent the order of how the files are being transferred. Instead the files are uploaded in the following priority order:

- Files smaller than 100 Kilobytes
- Files larger than 100 Kilobytes and smaller than 4 Megabytes will be uploaded sequentially by name
- Files larger than 4 Megabytes

In addition to this order SugarSync allows you to force an upload/download to occur immediately. This is done by clicking on the priority column for a given file and changing it to *High* as shown in the callout 1 in Figure 17. Optionally you can right click on the file directly in Windows Explorer as select the "SugarSync/Upload Now" right-click command as shown in Figure 18.

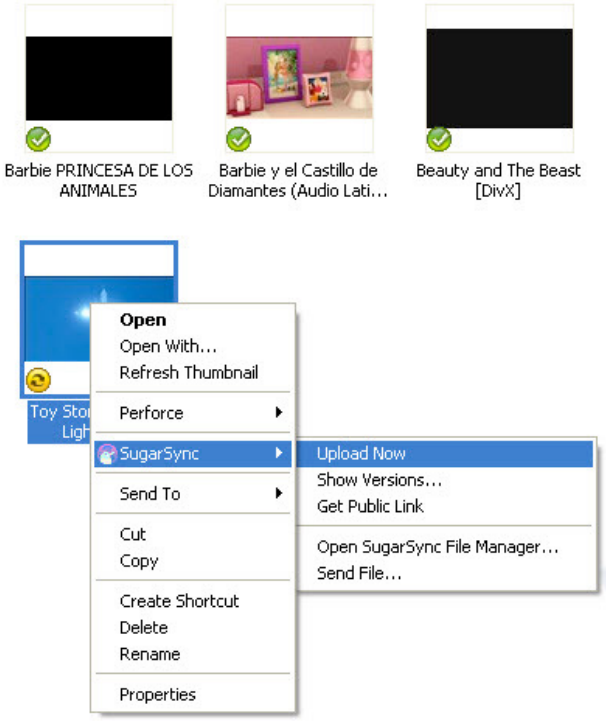


Figure 18: Right click on a file waiting to be uploaded and select "Upload Now" to start uploading it immediately

When you setup your account the first time or when you add new Sync Folders it will take some time to upload all the files to the cloud in such folders. The exact duration depends on how much data you have in such folders. The effective upload speed is mostly determined by the speed of your Internet connection. SugarSync File Manager reports the approximate transfer speed on the status bar.

In order to estimate your upload speed we recommend you first get your effective network speed. You can get the effective network speed **to reach our servers** by going to

this location http://speedtest.sugarsync.com. Notice that even though your ISP may be advertising you a 2 Mbps connection, it's common to get upload speeds of a just a few hundreds of Kbps. Normally downloads (from Internet to your PC) speeds are much higher than uploads (from your PC to the Internet).

For uploads SugarSync Manager allows you to limit its network usage to 50, 80, or 100% of the available bandwidth to avoid negatively impacting or slowing down other applications. This setting is available via the "Tools/Preferences" menu in SugarSync File Manager. The only option for free plans is 50%

For downloads SugarSync Manager uses the available bandwidth fully.

4 Use Cases. How do I..?

The following sections provide step by step instructions on how to setup SugarSync and on how to perform common operations such as sending files, sharing folders, etc.

4.1 How do I backup my files from one computer?

You must sync the folders you want to backup to your SugarSync account. In order to sync folders to your account you must first install SugarSync Manager and use the *Manage Sync Folders* dialog. Launch the screen from the Windows' tray icon (Figure 5) or the Mac's Menu extra (Figure 6) or from the SugarSync File Manager main toolbar. When you launch the *Manage Sync Folders* dialog before adding any Sync Folders you will only see the Magic Briefcase that is a pre-configured folder for your convenience. For a full description click on it and select the "help" link. More details about the Magic Briefcase can be found in section 0.

The *Manage Sync Folders* dialog will look initially like in Figure 19.

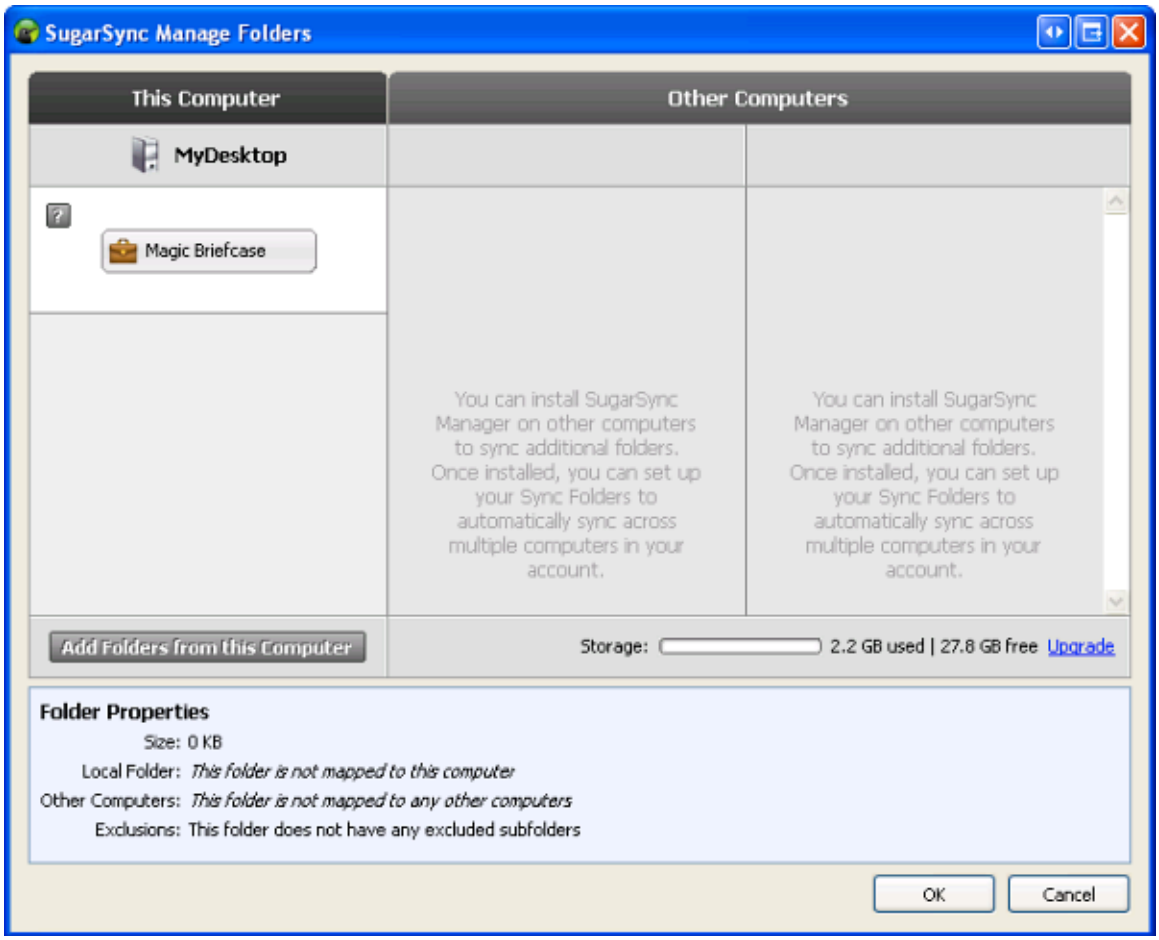

SugarSync Manage Folders
This Computer
Other Computers
MyDesktop
Magic Briefcase
You can install SugarSync Manager on other computers to sync additional folders. Once installed, you can set up your Sync Folders to automatically sync across multiple computers in your account.
You can install SugarSync Manager on other computers to sync additional folders. Once installed, you can set up your Sync Folders to automatically sync across multiple computers in your account.
Add Folders from this Computer
Storage: 2.2 GB used | 27.8 GB free Upgrade
Folder Properties
Size: 0 KB
Local Folder: This folder is not mapped to this computer
Other Computers: This folder is not mapped to any other computers
Exclusions: This folder does not have any excluded subfolders
OK
Cancel

Figure 19: Manage Sync Folders screen before adding any Sync Folders to your account

Then click on the *Add Folders from this Computer* button and select the folder(s) you want to back up. As changes occur to files on those folders, those updates will be synced up to the cloud providing you an instant backup of all you data.

Figure 20 shows the configuration screen after adding three folders from the MyDesktop computers. The folders *MyProjects*, *PDF Books*, and *My Pictures* are shown in the bottom section of the first column (callout 1). The Sharpcast folder is selected in the figure and its properties are shown in the bottom *Folder Properties* section. The *edit* link (callout 2) allows you to exclude subfolders under the Sharpcast folder in case you do not want to backup them up for some reason (for example, not enough account space). The contents of those sub-folders is untouched.

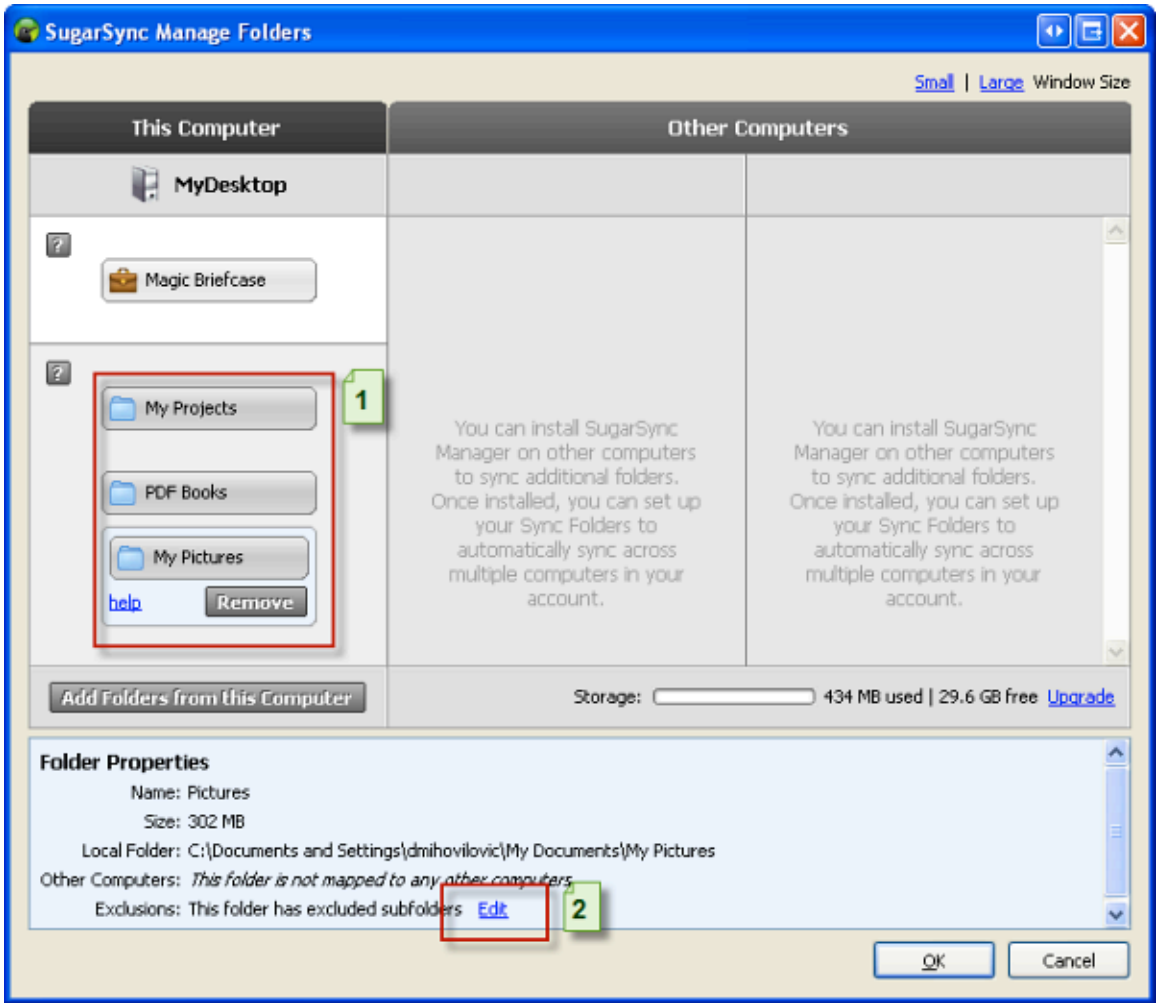

SugarSync Manage Folders
Small | Large Window Size
This Computer
Other Computers
MyDesktop
Magic Briefcase
My Projects
PDF Books
My Pictures
help
Remove
1
You can install SugarSync Manager on other computers to sync additional folders. Once installed, you can set up your Sync Folders to automatically sync across multiple computers in your account.
You can install SugarSync Manager on other computers to sync additional folders. Once installed, you can set up your Sync Folders to automatically sync across multiple computers in your account.
Add Folders from this Computer
Storage: 434 MB used | 29.6 GB free Upgrade
Folder Properties
Name: Pictures
Size: 302 MB
Local Folder: C:\Documents and Settings\dmihovilovic\My Documents\My Pictures
Other Computers: This folder is not mapped to any other computers
Exclusions: This folder has excluded subfolders Edit
2
OK
Cancel

Figure 20: Manage Sync Folders dialog after adding folders My Projects, PDF Books, and My Pictures. Those folders are backed up and available for remote access and sharing. You will be able to also sync them to other computers at a later time

4.2 How do I fully restore a backup to a new computer?

If you computer is stolen or the hard drive crashes you can use SugarSync to restore all files originally present in that computer to a new computer or to a replacement hard drive.

The way of restoring a computer is to sync to the new computer all the folders that had been synced to SugarSync from the original computer.

Let's say that the original computer was called *Old_PC* and that it contained Sync Folders *My Projects* and *PDF Books*. The new computer is called *New_PC*.

The steps are:

- Install SugarSync Manager in *New_PC* and assign a new icon to this computer.
- In the Manage Sync Folders dialog you will see *New_PC* on the left and *Old_PC* in one of the other columns under "Other Computers".
- Select *My Projects* in the *Old_PC* column and click on the *Sync* button. You will be prompted to pick a destination directory. You can just use the default if you want to restore the files to the exact original destination.
- Repeat the same operation with the *PDF Books* folder.
- Click OK in the Manage Sync Folders dialog that will look like Figure 21 and the files will be copied to your local folders. This operation will take a while depending on how much data those folder contain.
- The Magic Briefcase and Mobile Photos (if it is not empty) folders will be also restored automatically.

Once the status becomes "All files are backed up and in sync" the operation has been completed and all the data from the old computer (more precisely from the copy of the data that are present in the cloud) have been copied to the new computer.

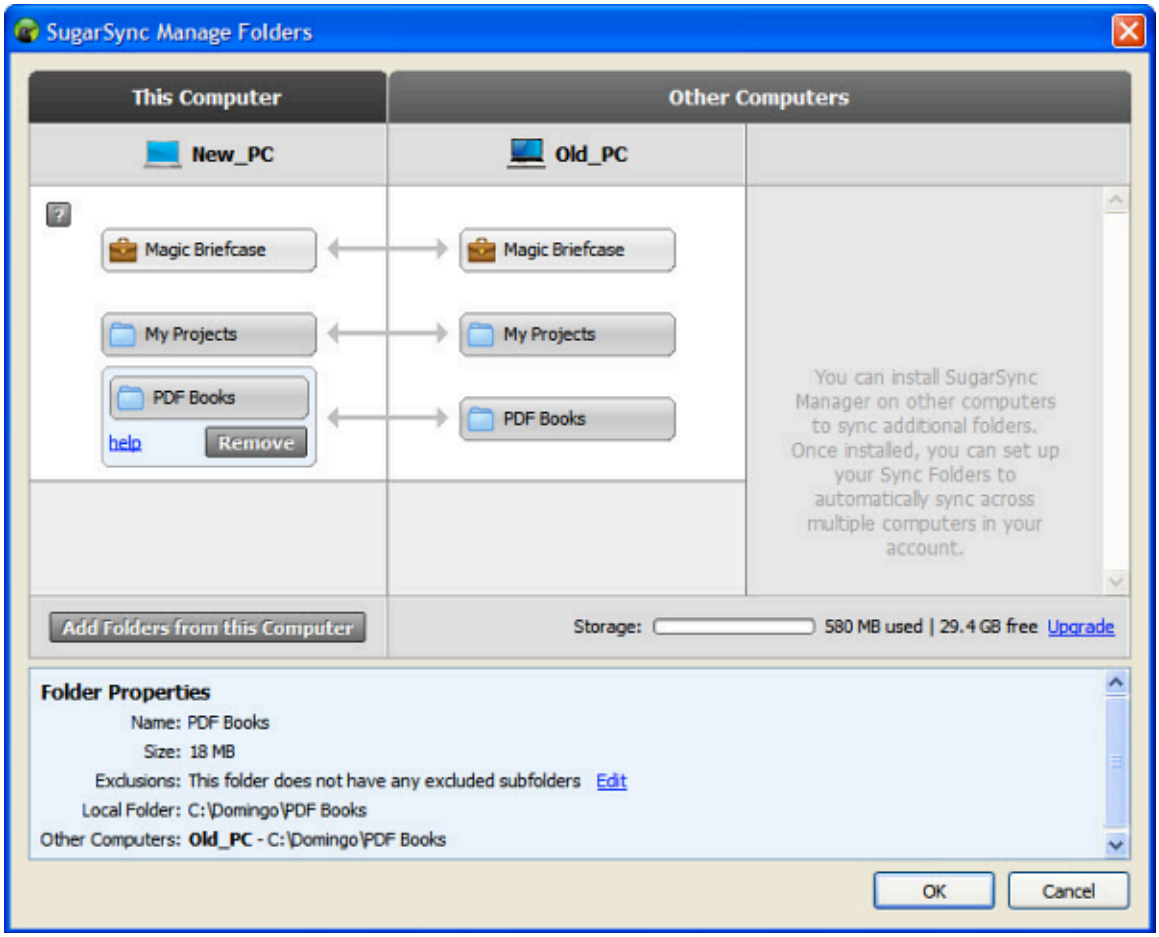


Figure 21: Manage Sync Folders dialog showing how to configure NEW_PC to mirror all folders in the original OLD_PC in order to restore all SugarSync data. After pressing OK all data will be moved to the new computer

At this point it's safe to eliminate *Old_PC* from your SugarSync account. This is not essential but it will help you to remove clutter from your account.

Use these steps:

- In SugarSync File Manager select the "Tools/Remove a Computer" command. This will open a page in My SugarSync listing all computers in your account.
- Select *Old_PC* and click on the Remove button.

4.3 How do I access my files remotely?

You can access any Sync Folder in your SugarSync account from any other computer in your account, the Web, and a mobile device. Notice that this is the case even if the Sync Folder is not synced across computers. See section 1.2 for an overview of how Remote Access works in SugarSync. The next subsections explain in details how to access your files remotely using the My SugarSync web interface and using SugarSync File Manager.

4.3.1 How do I access my remote files from the Web?

You can easily access all your files from any computer running a browser with Internet connectivity. Just log into My SugarSync using your personal address that is http://<your_username>.sugarsync.com, where you replace <your_username> with your SugarSync username, for example http://johnwhite.sugarsync.com
Alternatively go to www.sugarsync.com and click on the top right "Login" link and enter your SugarSync credentials.

Once in My SugarSync go to the File Manager second tab in the page. The top left section allows you to select the computer or special folder that you want to access and then you can drill down into the specific folder and file. Once you reach a file of interest, you can click on it and select the *Download* option to download it to your local machine. If you are interested in editing the document, a preferred approach is to select the *Edit with WebSync* menu item (see Section 4.3.2)

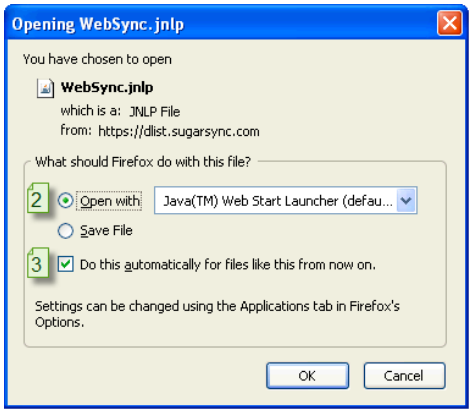
4.3.2 How do I edit a remote file using WebSync?

WebSync enables you to edit your files from any Internet-connected computer and have the changes backed up automatically to the SugarSync servers. You are not required to manually download the file, edit it locally, and then re-upload it manually to your Personal Website. WebSync brings a desktop type of experience by automating all these steps for you.

To edit a file with WebSync follow these steps:

1. From the File Manager, click on the name of the file you want to open and select *Edit with WebSync* from the menu. WebSync requires Java 1.5 or higher. If you don't have it, we prompt you to install it.

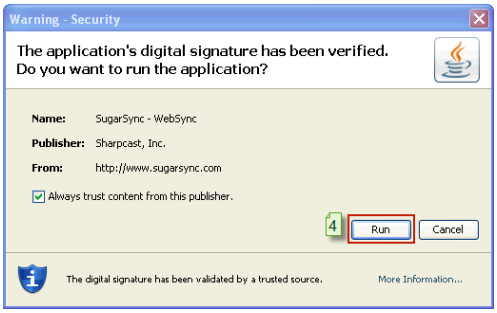
If you're using Internet Explorer or Safari, skip to step #4. If you're using Firefox, you'll see the *Opening WebSync.jnlp* window.



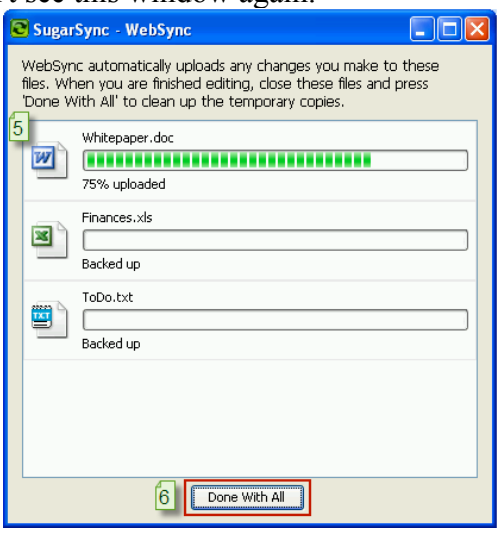
2. Make sure 'Open with Java(TM) Web Start Launcher' is selected.

3. If you'd like to skip this window in the future, check the 'Do this automatically...' box.

Then press the OK button.



4. The first time you use WebSync, you see the 'Warning - Security' window. Press the 'Run' button and you won't see this window again.


SugarSync - WebSync
WebSync automatically uploads any changes you make to these files. When you are finished editing, close these files and press 'Done With All' to clean up the temporary copies.
5
Whitepaper.doc
75% uploaded
Finances.xls
Backed up
ToDo.txt
Backed up
6
Done With All

The *SugarSync - WebSync* window appears. WebSync downloads your file, saves a temporary copy, and then opens it with the proper registered application on your computer. As you make changes and save the file, WebSync detects that it has changed and automatically uploads it to SugarSync.

5. The WebSync window shows which files you have opened and their status. When you open more than one file, they all appear in the same WebSync window.

6. When you're done working with your files, close them and then press the *Done with All* button. WebSync will remove the temporary copies from this computer and exit.

4.3.3 How do I access my remote files using SugarSync Manager?

If you have SugarSync Manager installed in one of your computers, you will be able to easily access your files **in all your computers** with an efficient desktop interface with

SugarSync File Manager. For the local ones you can also use your computer default file managers (Windows Explorer for Windows and Mac Finder for MacOS).

To launch SugarSync File Manager just click on the corresponding item in the tray icon (Figure 5) or Menu extra (Figure 6). You can also just double click on the tray icon under Windows.

SugarSync File Manager allows you to browse all your computers, folders, and files. Once you identify the file of interest you can double click on it to open it or you can also use the *Export/Save As* command. When you double click on the file, **the file will actually be downloaded on demand** and it will open with the appropriate registered application. For example, if the file is a Word document, it will launch Microsoft Word to open and edit it. For all practical purposes you can work on these documents as if they were local. That's part of the magic of SugarSync.

If you make changes to a file or document and save them, those changes will be automatically re-uploaded to the SugarSync servers, and from there they will be synced back down to the source computer (and possibly multiple computers if the folder is synced across 3 or more computers). If the remote computer is offline, the changes will be applied when it gets back on line.

Notice that because of this capability **you can access and make changes to all files in your remote computers even if those folders are not synced across multiple computers**. For this operation to work only the current computer needs to be online. Syncing across is required mostly if you absolutely need to have local copies of the files at all times, and particularly if you expect to be offline.

4.4 How do I Sync a folder between two computers?

At the high level the process to sync a folder between computers **A** (folder **X**) and **B** (folder **Y**) involves the following steps:

- Go to computer **A** and use the Manage Sync Folders dialog to add the folder **X** to you SugarSync account
- Go to computer **B** and use the Manage Sync Solders dialog to select the folder **X** from computer **A** and sync it to your local folder **Y**

Notice that syncing a folder between computer A and B requires that you to use the Manage Sync Solders dialog in both computers. You cannot execute this complete operation from a single computer.

To exemplify this process, let's continue with the example from Section 4.1. In that example the folders *My Projects*, *PDF Books*, and *My Pictures* were synced to computer *MyDesktop***.** Let's ads a new computer to your account by installing SugarSync Manager in a computer called *Netbook***.** After the installation the Manage Sync Solders dialog will look like Figure 22, showing *Netbook* in column one under This Computer and showing

now the first computer *MyDesktop* in the second column showing the three folders added previously.

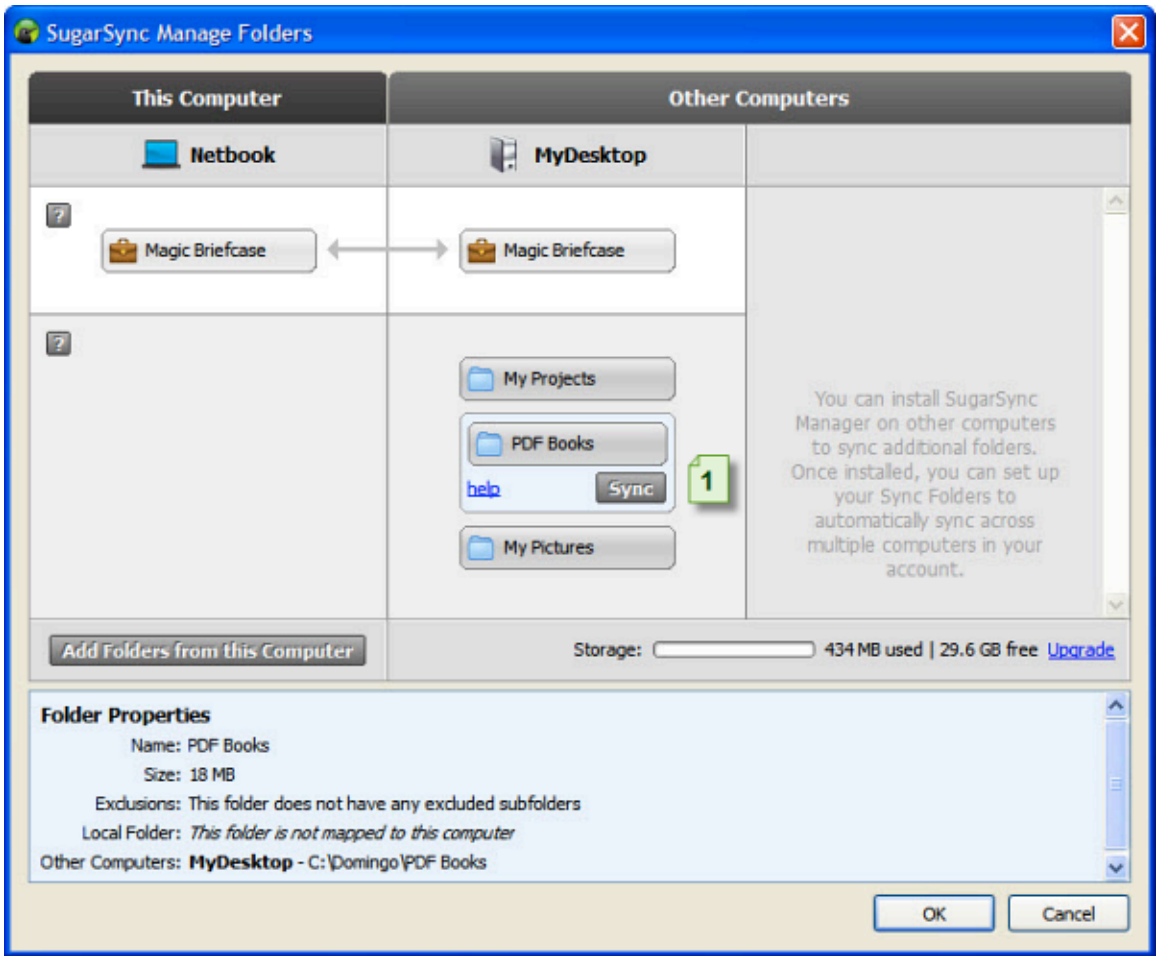


Figure 22: Manage Sync Solders dialog running on Netbook computer and showing the initial MyDesktop computer in the second column with its synced folders previous added (My Projects, PDF Books, and My Pictures)

To sync the *PDF Books* folder to *Netbook*, select the *PDF Books* folder and click on the *Sync* button (callout 1 in Figure 22). You will be prompted to select the local destination for this folder. There are two mains cases to consider depending if you want to sync to a new folder in this computer or to an existing folder:

Case 1) If you pick a **new folder** in *Netbook* all the contents of the *PDF Books* folder will be copied to *Netbook***.** After the initial copy (that may take a while depending on how much data you have in the original folder) the two folders will be kept automatically in sync. Changes (additions, deletions, updates) to files in the *PDF Books* folder in *MyDesktop* will be propagated to the *PDF Books* folder in *Netbook* and vice versa.

Case 2) If you pick an **existing folder** in *Netbook* the contents of the local and remote folders will be merged. After the merge (that may take a while depending on how much data you have in the originals folders) the two folders will be kept automatically in sync.

Changes (additions, deletions, updates) to files in the *PDF Books* folder in *MyDesktop* will be propagated to the *PDF Books* folder in *Netbook* and vice versa.

In case 1, when you click on the *Sync* button you will prompted to pick a destination as shown in Figure 23. Notice that SugarSync automatically provides a recommended destination folder based on the location of the folder in the remote machine.

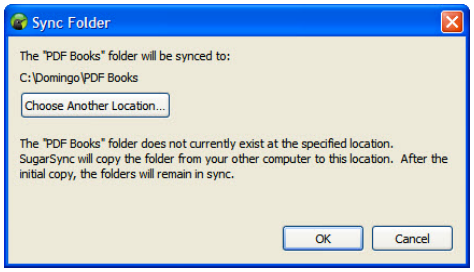

Sync Folder
The "PDF Books" folder will be synced to:
C:\Domingo\PDF Books
Choose Another Location...
The "PDF Books" folder does not currently exist at the specified location.
SugarSync will copy the folder from your other computer to this location. After the initial copy, the folders will remain in sync.
OK
Cancel

Figure 23: SugarSync prompt to select a local destination folder to sync the remote "PDF Books" folders

If you press OK the two folders will be synced and will stay in sync moving forwards. The Manage Sync Solders dialog will look like Figure 24 showing the two folders in the top section of the MFC and synced as denoted by a horizontal line connecting them (callout 1). The bottom section (callout 2) shows the selected full path for the folders in the two computers.

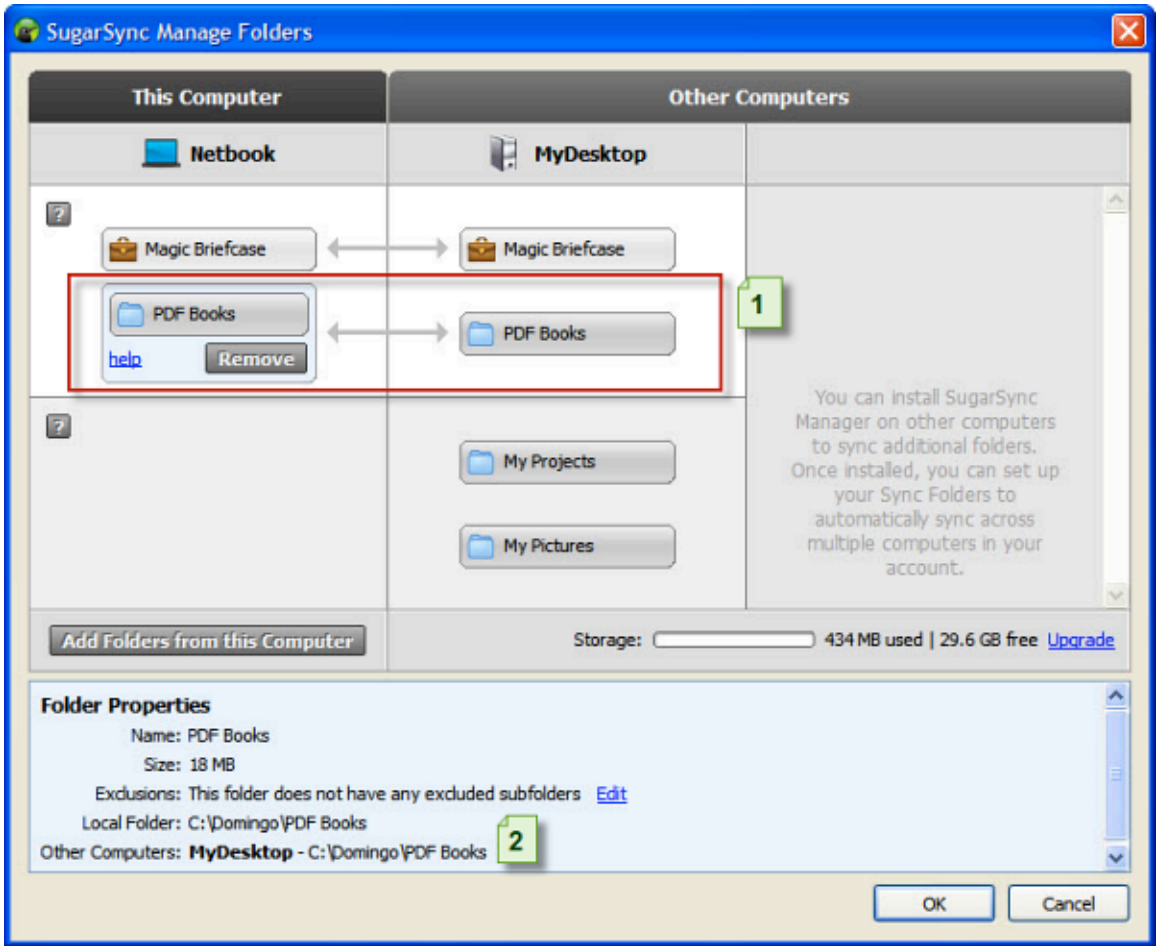


Figure 24: Folder PDF Books synced across Netbook and MyDesktop. Folders synced across multiple computers are shown in the top section of the Manage Sync Solders dialog

At this point you can review the resulting configuration and then press OK for these changes to be effective. If this is not what you wanted or if you want to choose a different folder in this computer you can press the *Remove* button in the *PDF folder* in *Netbook* and repeat the process just described selecting a different destination folder.

When you press OK you will notice that various files will be downloaded into the Netbook computer (visible in the status bar at the bottom right of SugarSync File Manager). After a while, depending on how large the original folders were, it will display "all files are backed up and in sync" and SugarSync File Manager will look like Figure 25. It shows *Netbook* with the folder *PDF Books* (callout 1) and *MyDesktop* with the folders *My Projects*, *PDF Books*, and *Pictures* (callout 2). You can review and change the configuration of your Sync Folders at any time by invoking the Manage Sync Folders dialog from SugarSync File Manager or directly from the corresponding options in the tray icon (Windows) or Menu extra (Mac).

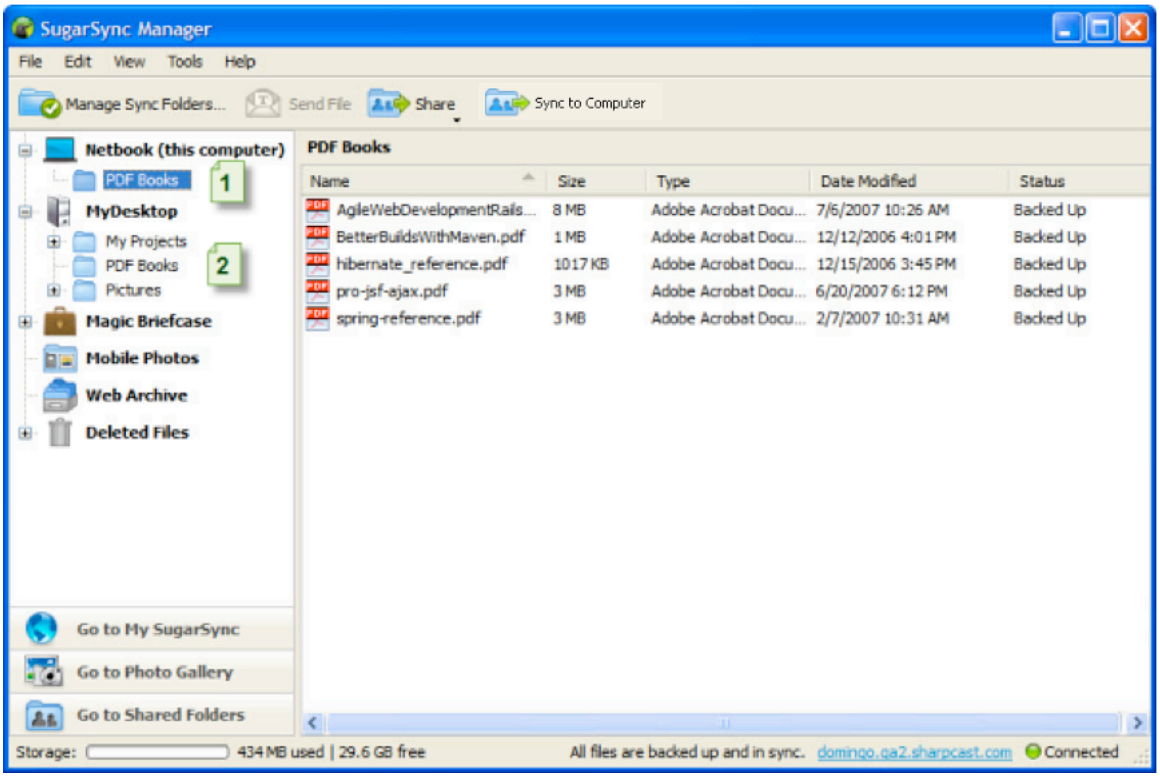


Figure 25: SugarSync File Manager after syncing PDF Books across Netbook and MyDesktop

4.5 How do I Sync a folder among three or more computers

Syncing a folder across three computers is a simple extension from the two computer case presented above. Consider as an example that you want to add a third computer *MyMac* to your account and that you already have two computers *MyDesktop* and *Netbook* in the configuration shown in Figure 26.

To also sync the folder *My Projects* to *MyMac*, just select any of the *My Projects* folders (callout 1 shows the one in *Netbook* selected), and press *Sync*. Then follow the same steps described in detail in Section 4.4.

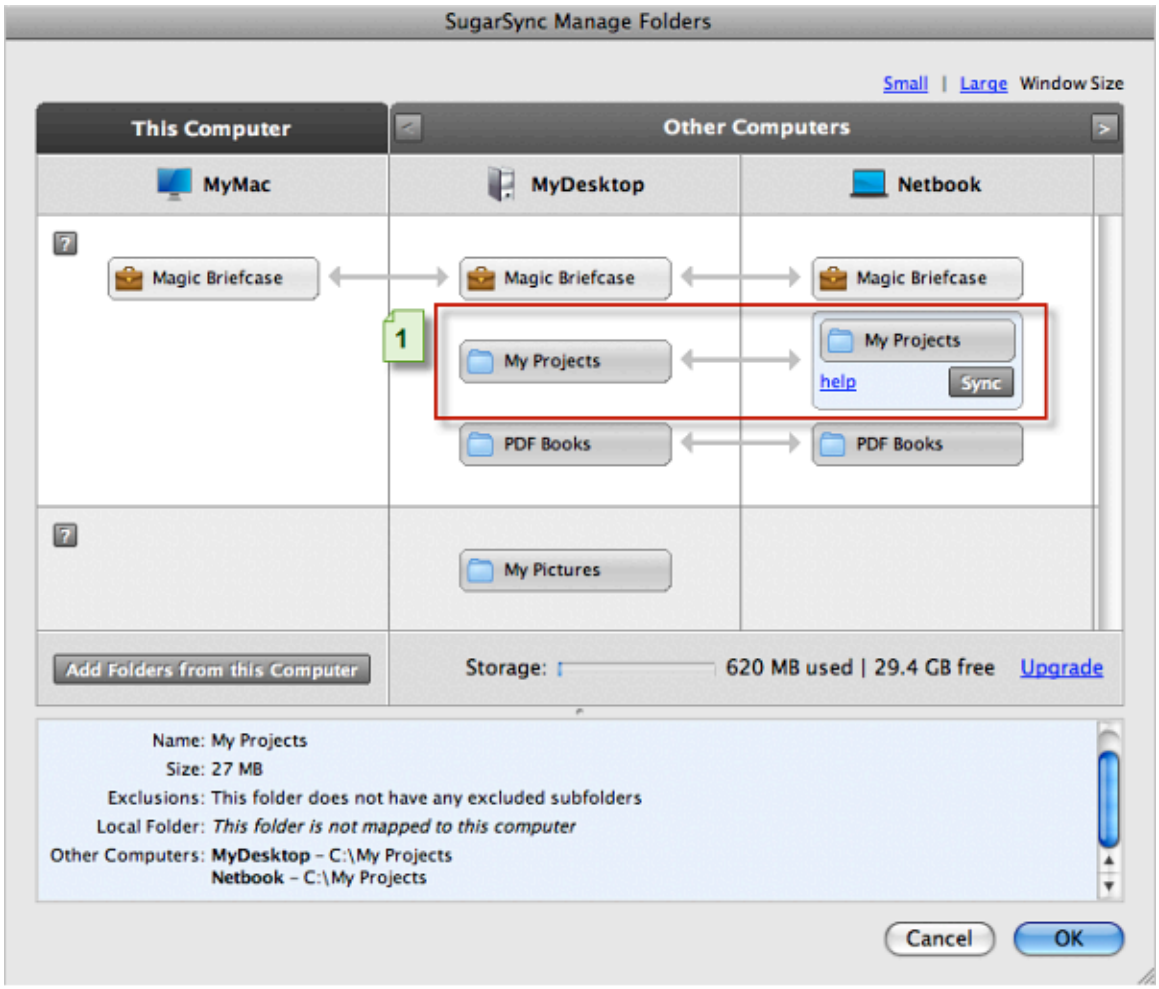


Figure 26: Account showing a third computer MyMac just added and existing MyDesktop and Netbook computers with My Projects and PDF Books synced across

After completing this process you will be able to see in the Manage Sync Folders dialog the diagram shown in Figure 27. From this point onwards any changes to any of these folders will be reflected in the two other folders too.

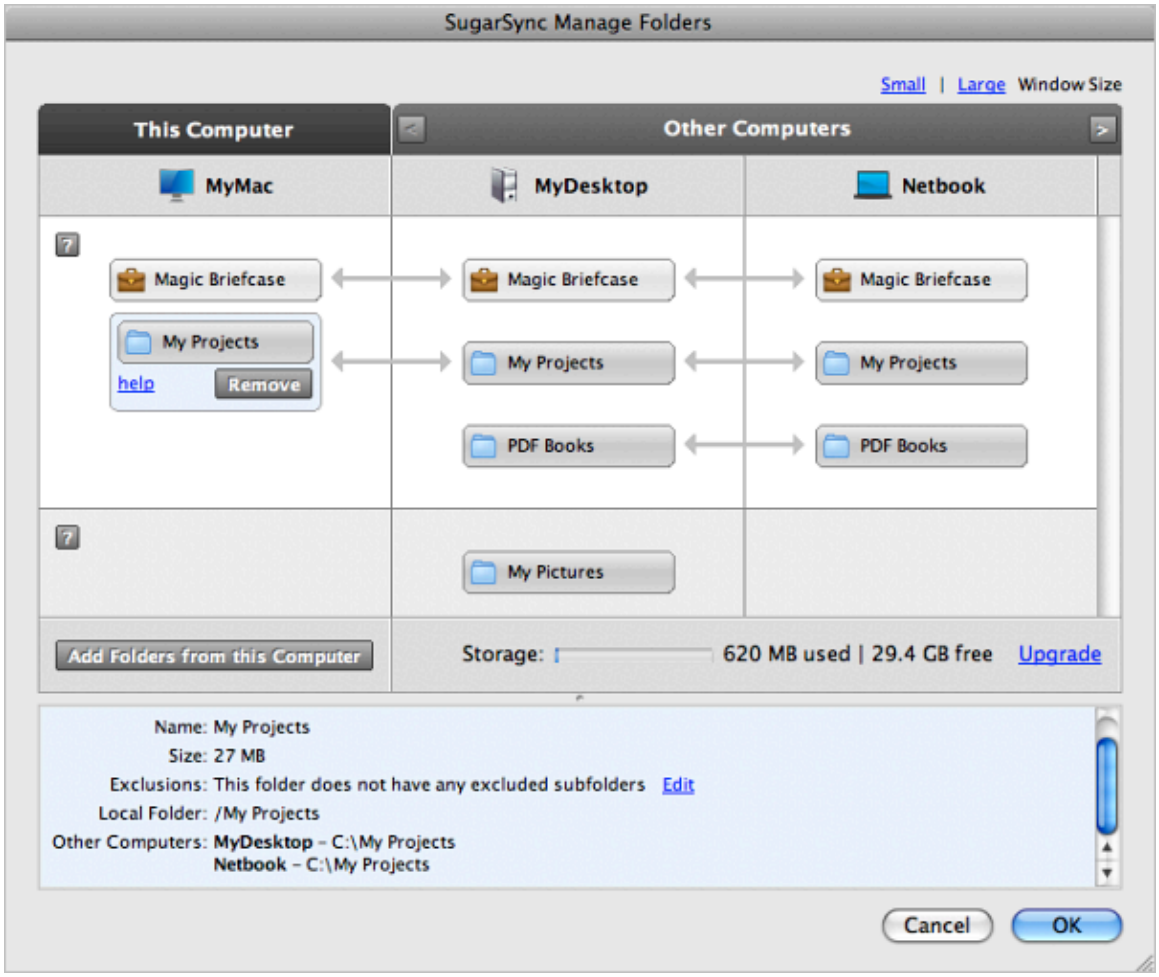


Figure 27: Manage Sync Folders showing My Projects synced across three computers. Bottom sections also lists the full local path for the folders in the three computers

4.6 How do I stop syncing a folder in one computer?

When you stop syncing a folder, the files in this folder will remain in your computer, but they will no longer be backed up or available for remote access or sharing. You can always re-add a folder at a later time.

To perform this operation launch the Manage Sync Folders dialog, select the folder you wish to stop syncing in *This Computer***,** and press the *Remove* button. Figure 24 shows an example of a selected folder *PDF Books* in *This Computer* with the *Remove* button enabled. When you press *Remove* you will be prompted to confirm your choice and again the changes will only take effect when you exit the *Manage Sync Folders* dialog by pressing *OK*. After this the Manage Sync Folders dialog will look like Figure 22.

Notice that you cannot stop syncing folders in your other computers. To do so, you will need to physically go to those computers, launch the Manage Sync Solders dialog, and execute that operation locally.

4.7 How do I provide a direct link to a file to my friends or colleagues?

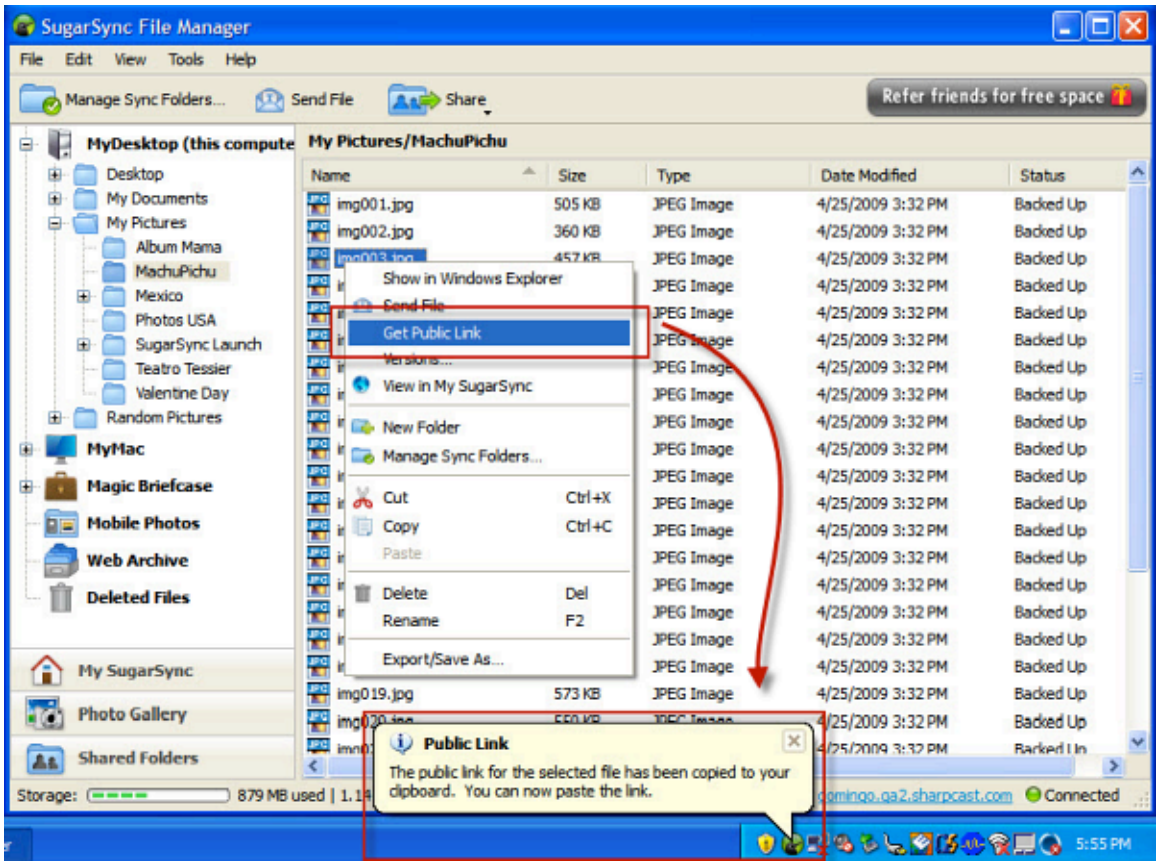
If you want to share the live copy of a document, photo, song, or anything in your account with friends you can just send them a live link to that file. Your friends will always have access to the latest version of the file.

Additionally these links can be easily email around and SugarSync provide direct publishing of the links via Facebook and Twitter.

The process to share a link to a file is very simple. It can be initiated from the SugarSync Manager client or from your My SugarSync web site.

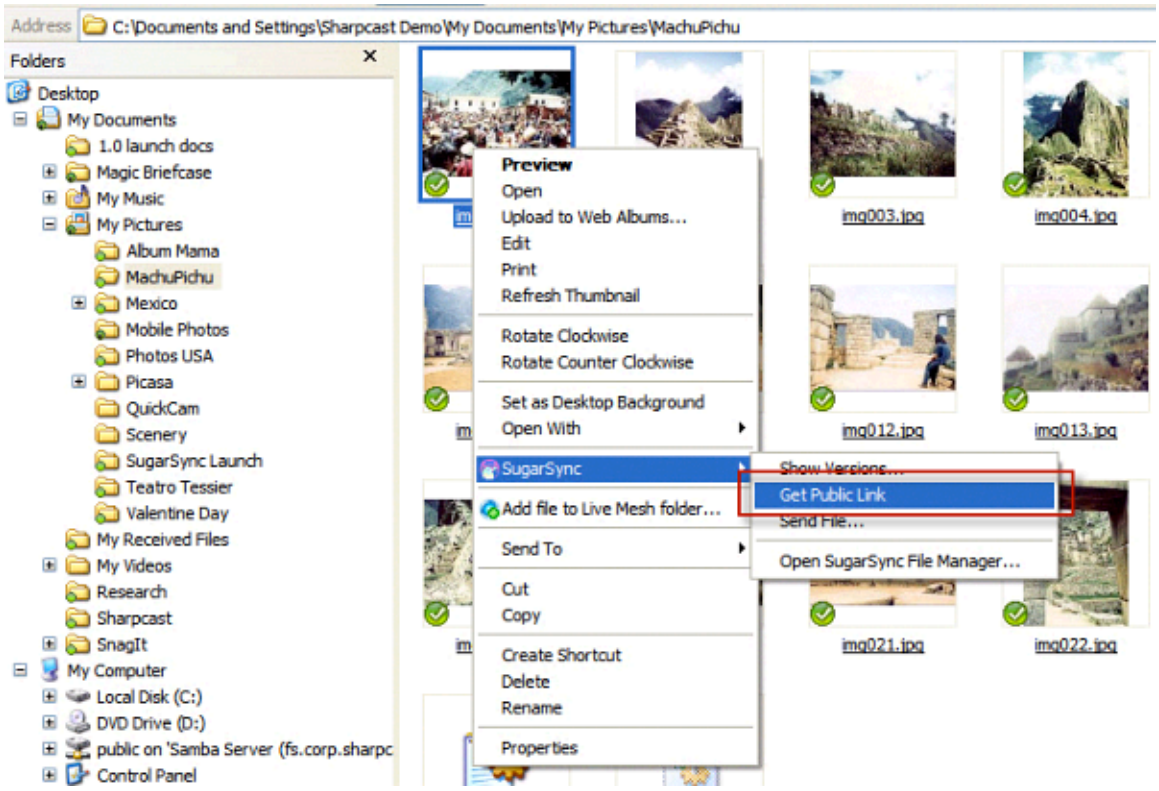
4.7.1 How to get a public link to a file using SugarSync Manager or Windows Explorer/Mac Finder?

You can select any file in your SugarSync account, and right click to select the *Get Public Link* command. You will momentarily see a message on the tray icon indicating that the link is already available on your clipboard for you to use. After that you can simply Paste the link into an email, a document, a social network, etc.



The approach just mentioned works for any file in your account, independent of the computer where the files come from.

If the file you want to get a link to resides locally you can also use Windows Explorer or Mac Finder directly and just select the *Get Public Link* command in the right click context sensitive menu.



4.8 How to get a public link using the My SugarSync web site?

My SugarSync also provide an easier mechanism to generate a public link to any file in your account. Just click on any file in the File Manager Tab and select the *Get Public Link* command. You will then be offered the various simple yet powerful options shown in Figure 28 to share your link with your friends:

1. The selected link is displayed in the page for you to copy and paste manually into other places (documents, web sites, emails, etc.)
2. You can post the link directly into Facebook to your profile or as a message to Facebook friends
3. You can post the link directly to Twitter
4. You can enter email addresses directly or pick them up from Gmail, Yahoo, Hotmail, AOL, or from your SugarSync Contacts

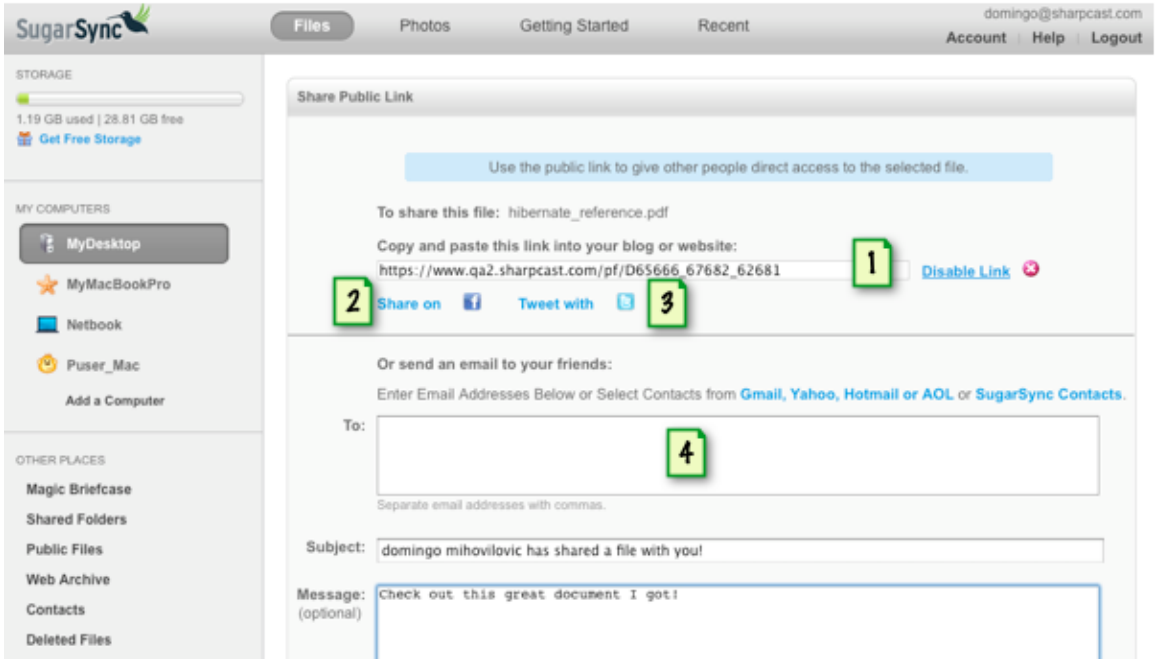


Figure 28: Options available to share a public link in My SugarSync

Keep in mind that these links are on purpose called **Public** links because any person with the link will be able to instantly access a given file. You can disable an existing public link from the Public Links page (see section 2.2.1.1.3).

4.9 How do I send copies of files to friends or colleagues?

Once you have your data in SugarSync there are many benefits that you automatically receive. For example, to send a file all you need to do is to select a file or group of files and select the *Send File* command. This can be done directly from Windows Explorer using the right click SugarSync command, from SugarSync File Manager, or from My SugarSync. Figure 29, Figure 30, and Figure 31 show the alternative methods to initiate sending files.

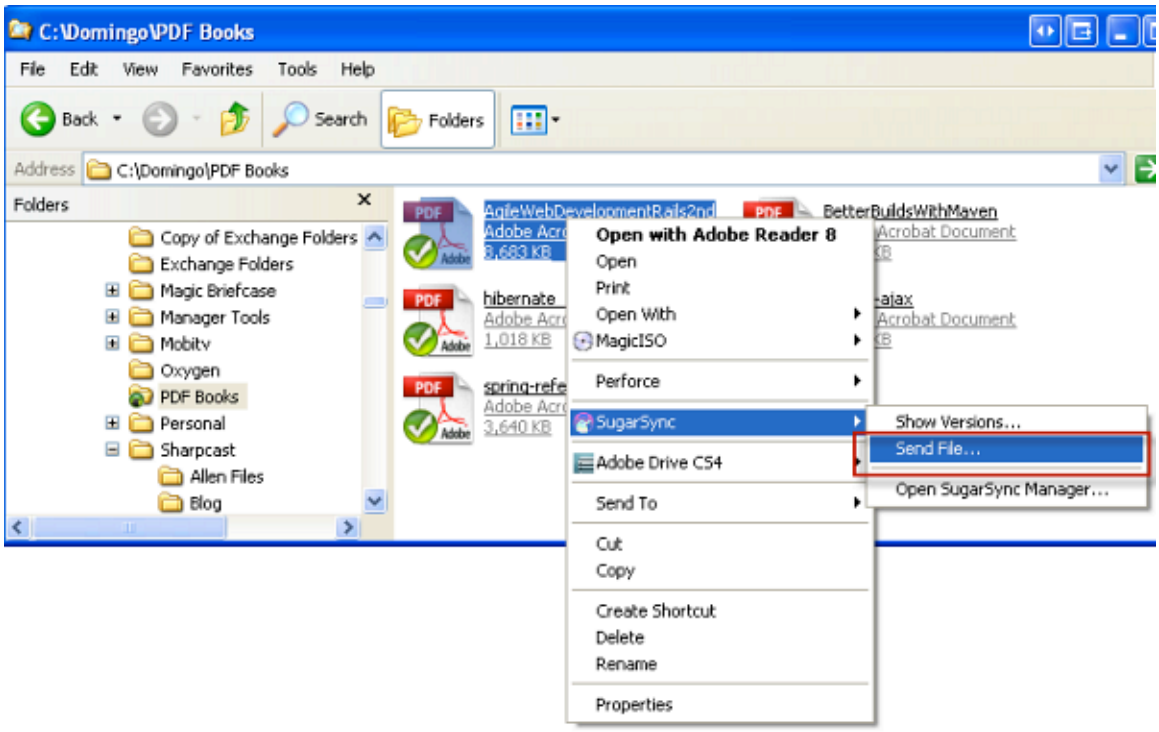


Figure 29: Selecting a initiating sending a file directly from Windows Explorer using contextual commands

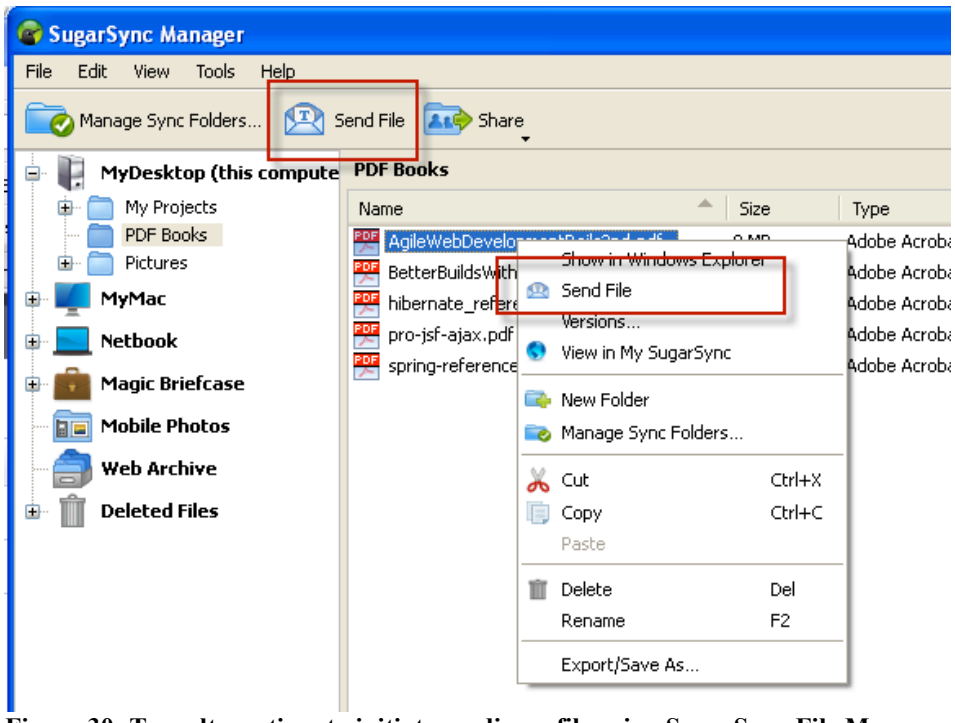


Figure 30: Two alternatives to initiate sending a file using SugarSync File Manager

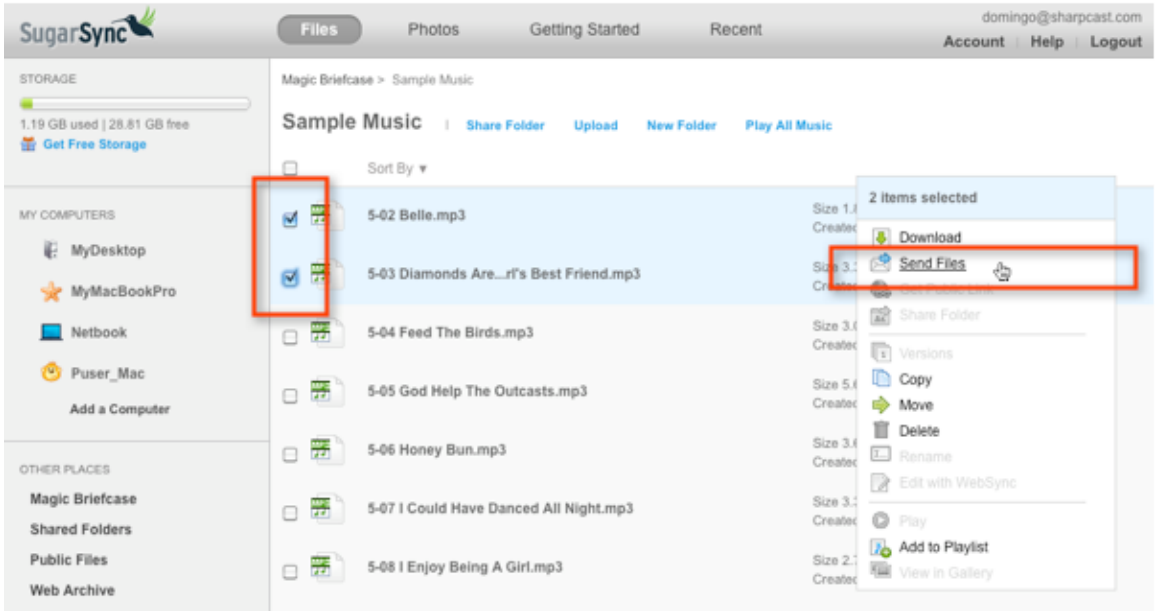


Figure 31: Mechanism to select two files and initiate sending them from My SugarSync. Select the file(s) using the checkboxes and then use the Send Files command

Once you start the command you will be prompted to enter the e-mail addresses of the recipients and a short message that will be included in the e-mail message invite as shown in Figure 32.

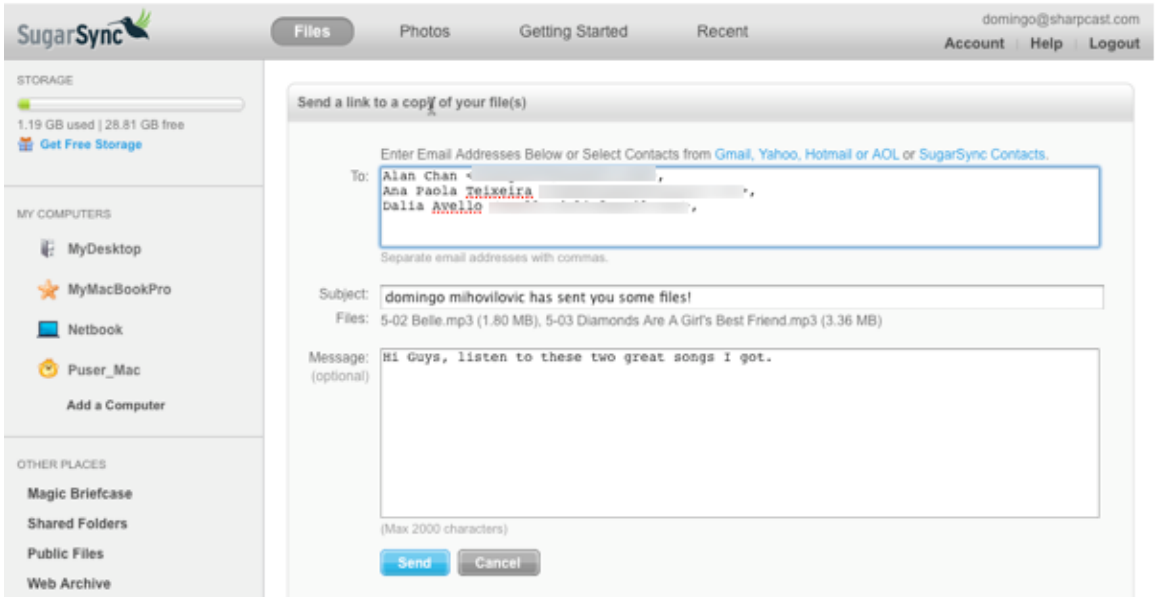


Figure 32: Screen showing how to prepare an invite for people to receive a copy of one or more files valid for 21 days. Enter the recipients e-mail address and an introductory message

The recipients will get an invite message with a link that will take them to a page where they can click on the files sent and download them to their local machines. The recipients do not need to be SugarSync users. If they are already SugarSync users they will have the

opportunity to also copy these file(s) directly to their Web Archive or Magic Briefcase without even having to download the file(s) manually.

To be more precise the recipients will get a link to a copy of the original file(s) that will be valid for 21 days. They do NOT get a link to the original file(s), and therefore future changes to the file(s) by the owner will not be reflected in the file(s) the recipients received.

When recipients access the file(s) that you shared with them you will get an e-mail notification and a new entry in the Recent Activity window in My SugarSync.

This functionality is similar to sending a file as an attachment via email but it has the following advantages:

- The files you are sending are already in your SugarSync account and they need not to be uploaded again to be sent.
- Because you are only sending a link and not the actual file, this is particularly useful when sending large files. Normally files larger than 5MB have a difficult time going through email systems and they bounce very frequently. SugarSync allows you to send files of any size.
- This message will not occupy space in the recipients e-mail inbox for the same reason that only a link is sent.
- If the file being sent is small we also include it as an attachment for your convenience.

4.10 How do I share a folder with friends or colleagues?

In order to collaborate or share with friend or colleagues SugarSync allow you to share a complete folder (and subfolders) with a few clicks.

At the high level the way this works is that you select any folder in your SugarSync account and send an invite message to fiends or colleagues to join the folder. You are the owner of the folder, and they will receive an invitation email with a link to join the folder. Once they join the folder they will be able to view the contents of the folder and even possibly edit or add content of their own (if the folder is read-write). The recipients will be able to access the folder using their My SugarSync web interface. The ability for the recipients to access the folder directly on their desktop will be available in an upcoming release very soon. Changes made by any of the members of the folder are instantly reflected to all other members, and additionally they are reflected on the desktop where the share folder of the owner lives.

To start the process you can right-click on a Sync Folder in Windows Explorer and select "SugarSync/Share Folder" (Figure 33), select a folder in SugarSync File Manager and click on the toolbar "Share" icon (Figure 34), or select in the Share Folder command in My SugarSync (Figure 35)

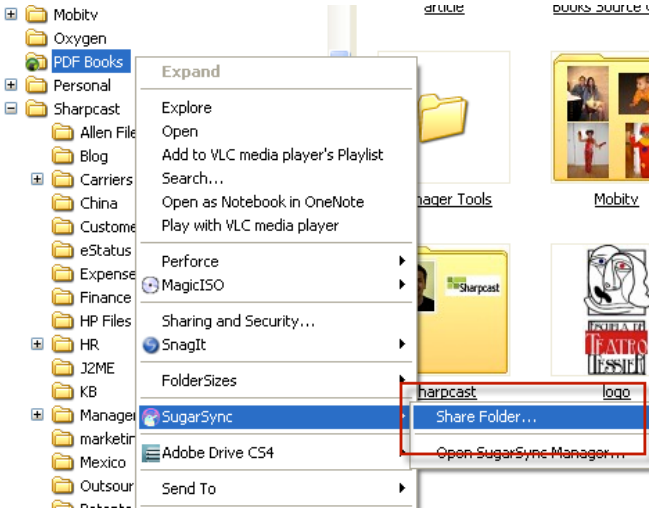


Figure 33: To initiate sharing a folder, right-click on a Sync Folder directly in Windows Explorer and select "Share Folder"

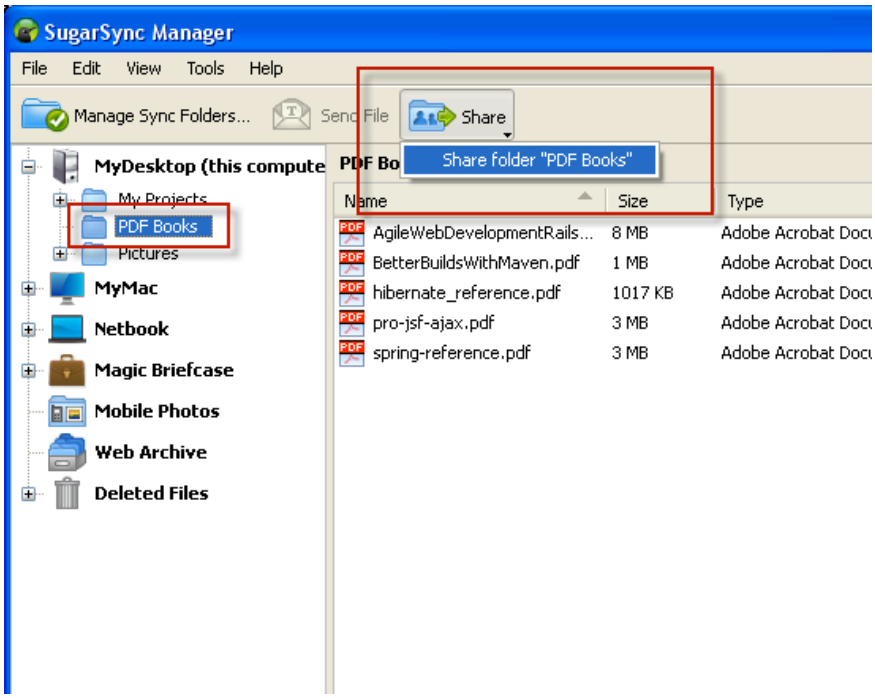


Figure 34: To share a folder using SugarSync File Manager, select a folder and press the Share toolbar button

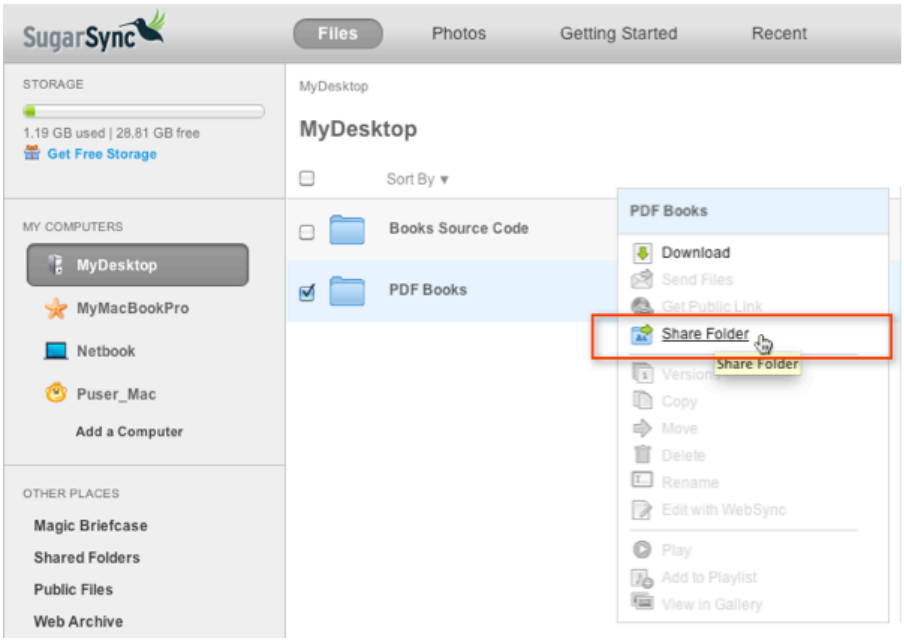


Figure 35: To share a folder in My SugarSync navigate to the folder you wish to share and select the "Share Folder" command

After initiating the command you will be prompted to enter some information about how you wish to share this folder. Figure 36 shows the various options available. You can then select the permission that you want to give to this folder (callout 1). You can allow others to only view files (folder is read-only), or to add and edit files (folder is read-

write). The next step is to optionally select a password for this folder. At the of the creation process the system will generate a unique link or URL that will define the location of this folder. Any person who gets access to this URL will be able to join the folder and access its information. If you are using the folder to store documents that are confidential or private, you can create a password in this step (ca1lout 2). This access code will not be part of the invite e-mail going to the people you are inviting. Instead, you will have to distribute this code separately using an alternative and secure mechanism.

The next step is to invite people to join the folder. There are two alternatives. The first one is to just type in the e-mail addresses of the recipients into the "To" box (callout 3). If you prefer to send the URL directly to people via some other mechanism, just leave the section in callout 3 empty and the system will generate the URL when you press "Share"., or alternative press the Get Link blue button (callout 5). You can then copy and paste the URL into an email, a social network site, etc.

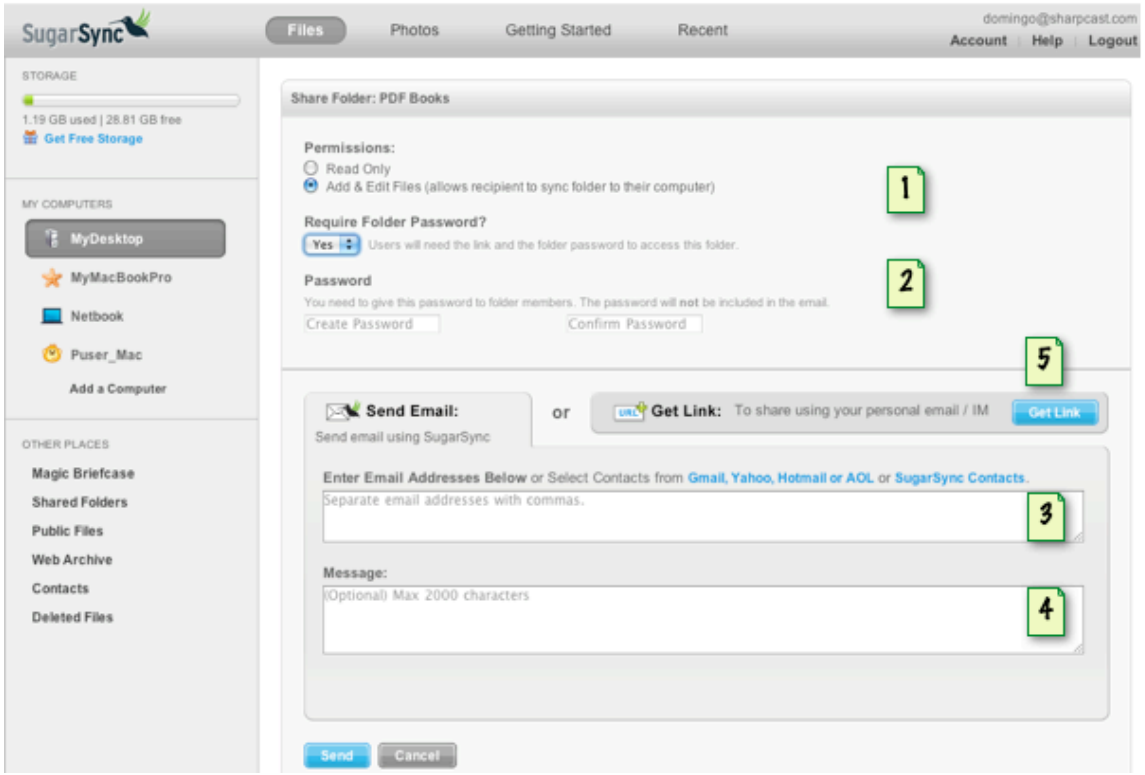


Figure 36: Dialog box to enter parameters and define options to share a folder

When recipients join the shared folder you will be notified via email and also via your Recent Activities feed in the Recent tab in My SugarSync. After the folder is shared you can select the sharing options (Figure 37) to add/remove folder members and to review/change its sharing properties.

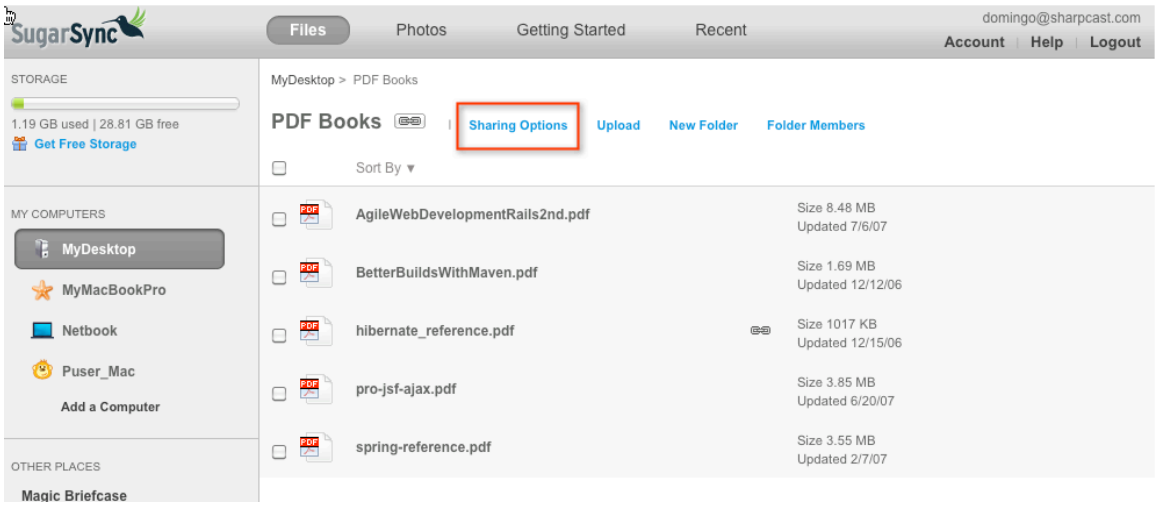


Figure 37: After a folder is shared you can review/change its properties and add/remove folder members

A shortcut to access all your Shared Folders is to click on the Shared Folders link on the top left of the home page in My SugarSync (callout 1). It shows two subtabs as shown in Figure 38. The first tab (callout 2) "Shared With Me" lists all folders that other SugarSync members shared with you and sent you an invite to join. The folder list is grouped by owner. The second subtab (callout 3) lists folders that you shared by inviting other people to join.

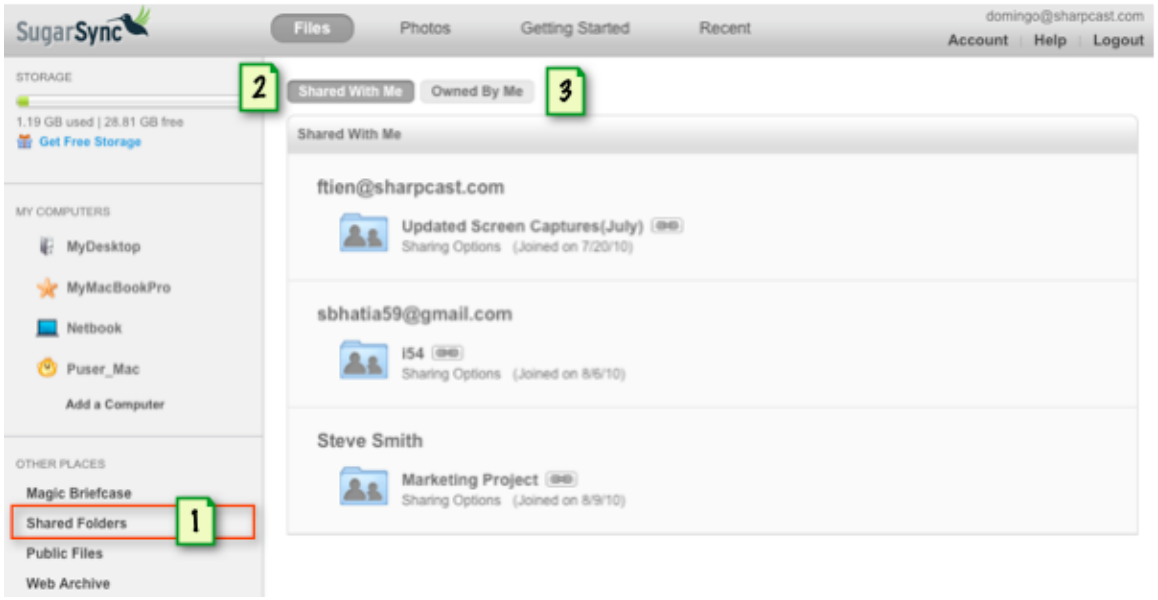


Figure 38: Selecting Shared Folders allows you to browse shared folders you own (Owner By Me) and shared folders that other people invited you to join (Shared with Me)

4.11 How to publish photos or complete albums to Facebook?

SugarSync allows you to directly publish your SugarSync photos or complete albums to your Facebook account. SugarSync automatically uploads photos and creates albums for any folder in your system that contains photos. These albums are visible in your My SugarSync site for you to enjoy and share with friends.

This mechanism allows you in just a few clicks to publish those SugarSync photos and albums into your Facebook account so that you can share it more easily with all your fiends you keep in touch via Facebook. Because your photos are already in the SugarSync cloud all you need to do is to select the specific album or photos to publish and SugarSync will do the rest without having to manually re-upload your photos.
To start the publishing process go to the Photos tab and select the "Publish to Facebook" action, or simply click on the Facebook "F" icon.

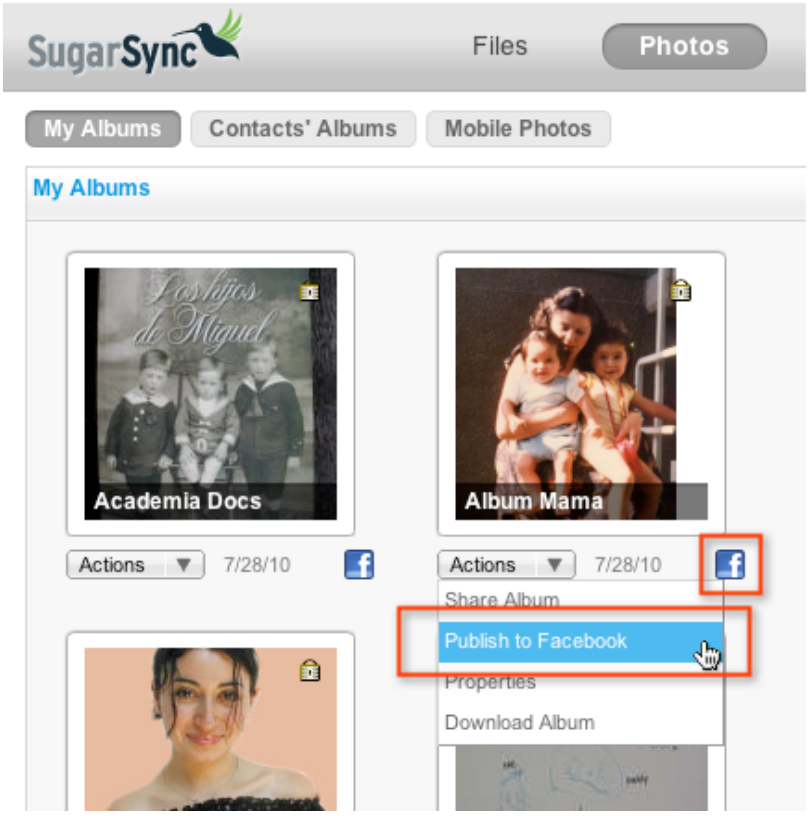


Figure 39: Select Publish to Facebook or click in the Facebook icon to initiate to publishing process

You can initiate the publishing of photos from any of the other Album views. If you just wish to publish a single photo, drill down into the photo and select the "Publish to Facebook" command under Photo Actions. If you select instead "Publish Photos to Facebook" under the Album actions you will be able to choose multiple photos. When you select any of these commands you will be asked to enter your Facebook credentials, and you will get the chance of selecting an existing Facebook album or creating a new one. For the multiple photo case you have the opportunity to select any number of pictures from an album.
When you click on a photo a pink border will be shown around it indicating that the photo is selected for publishing. To deselect the photo, just click on it again and the pink

border will go away. When you are done with the selection process, just press the "Publish" button.

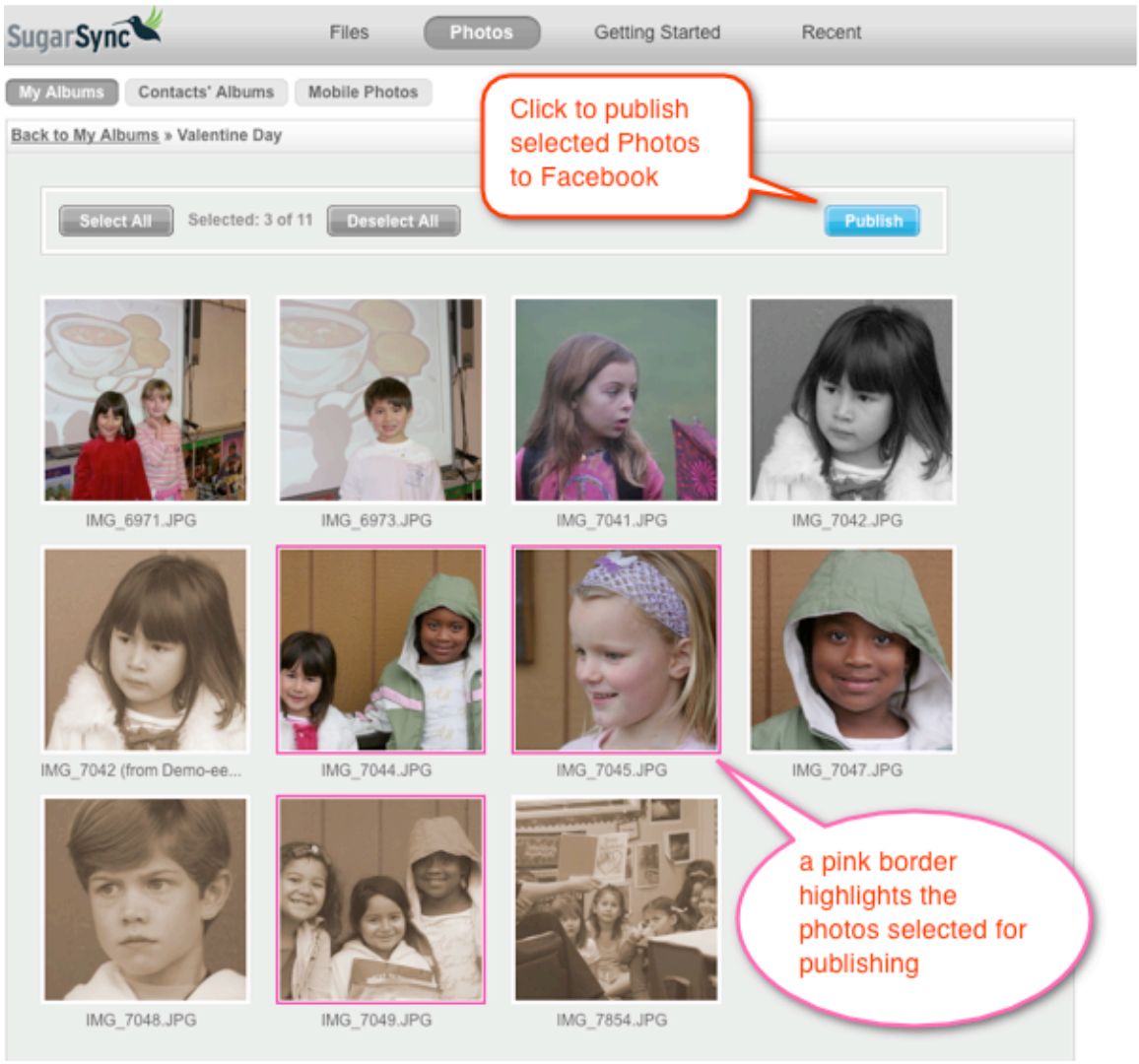


Figure 40: Click to select or de-select the photos to be published. Selected photos show a pink outline

Note that while selecting photos you can mouse over any of the photos and an "i" (information) icon will be shown in addition to a green border. If you leave the mouse on top of that icon, a quick preview of the photo will be shown.

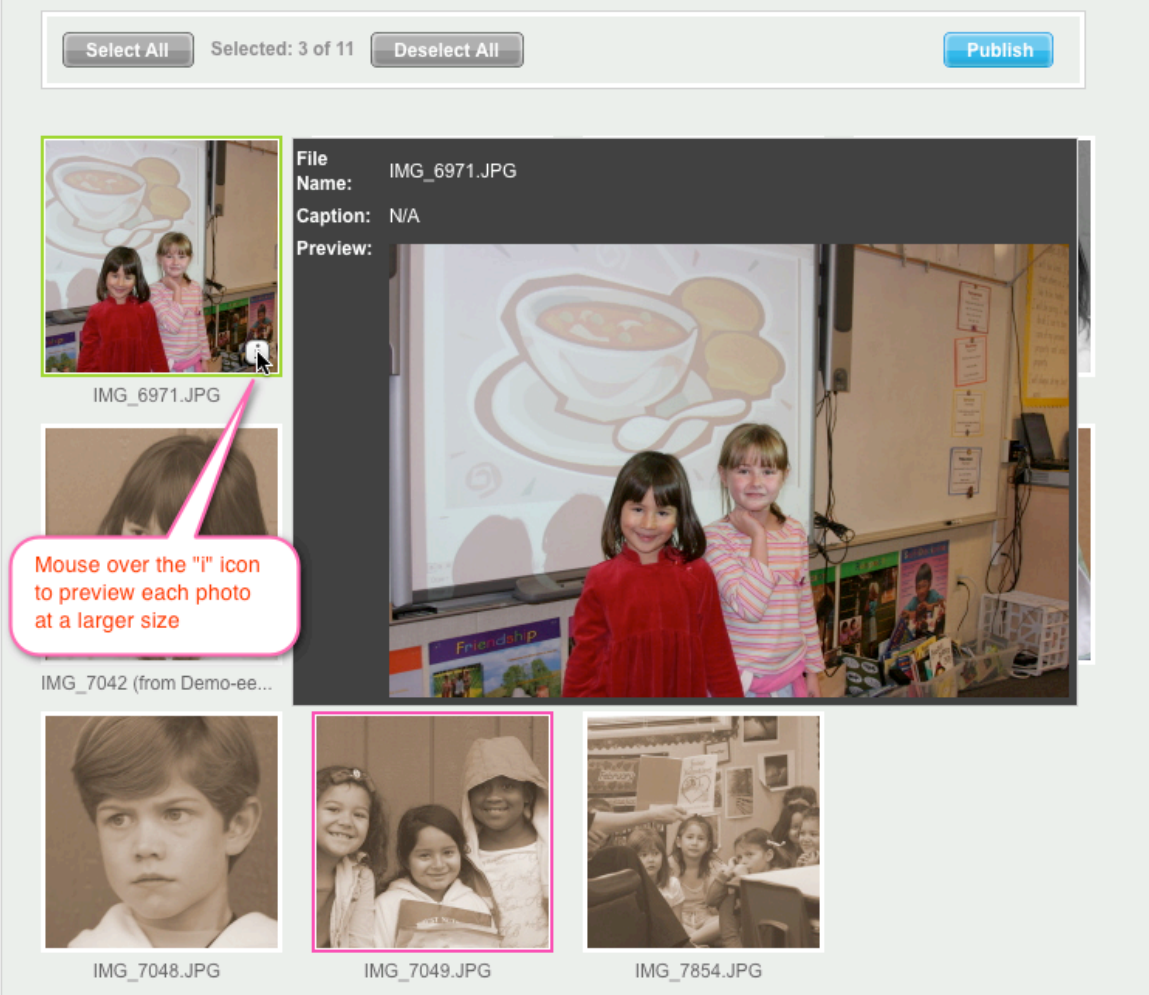


Figure 41: Mouse over the "i" information icon to get a quick preview of a photo

After pressing “Publish” you will get a confirmation message indicating that the transfer of photos to Facebook has started. Depending on how many photos you have selected the publishing process may take up to a few minutes. The maximum number of photos that can be published to a Facebook album is 200.
If you are publishing just one photo, the application will return control to you once the publishing of that photo completes.

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